



**GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List**

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

**Mission Oriented Business Integrated Services (MOBIS)
FSC Group 874**

Contract Number
GS-10F-0205R

Period Covered by Contract
February 18, 2005 through February 17, 2015

Press Ganey Associates, Inc.

404 Columbia Place
South Bend, IN 46601
Phone: 800.232.8032
Fax: 574.246.4924
<http://www.pressganey.com>

General Services Administration

Modification #PS-0023, dated September 13, 2011

Business Size: Large Business

DUNS Number: 178299905

CUSTOMER INFORMATION

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).
874-3: Survey Services
874-5: Support Products

- 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.
Refer to attached awarded GSA Schedule Contract pricelist.

- 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.
Not Applicable

2. Maximum order.
\$1,000,000.00

3. Minimum order.
\$300.00

4. Geographic coverage (delivery area).
Worldwide

5. Point(s) of production (city, county, and State or foreign country).
South Bend, IN 46601

6. Discount from list prices or statement of net price.
Prices shown are net Government awarded discount.

7. Quantity discounts.
None

8. Prompt payment terms.
0% Net 30

- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
Press Ganey Associates, Inc. will accept Government purchase cards for orders below the micro-purchase threshold.
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
Press Ganey Associates, Inc. will accept Government purchase cards for above the micro-purchase threshold.
10. Foreign items (list items by country of origin).
Not Applicable
- 11a. Time of delivery (Contractor insert number of days.)
As Negotiated Between Contractor and Ordering Agency
- 11b. Expedited Delivery.
Expedited Delivery is available for all services under SINs 874-3, and 874-5 at the Ordering Activity's expense.
- 11c. Overnight and 2-day delivery
Overnight and 2-day delivery is available for all services under SINs 874-3, and 874-5 at the Ordering Activity's expense.
- 11d. Urgent Requirements
When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
12. F.O.B. point(s).
FOB Destination - CONUS, Alaska, Hawaii and Puerto Rico and the District of Columbia

- 13a. Ordering address(es).
Press Ganey Associates, Inc.
Attn: Paul Huelskamp
(703) 471-4930, (703) 627-0982 (cell)
phuelskamp@pressganey.com
404 Columbia Place
South Bend, IN 46601
- 13b. 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.
14. Payment address(es).
Press Ganey Associates, Inc.
Attn: Accounts Receivable
404 Columbia Place
South Bend, IN 46601
15. Warranty provision.
Not Applicable
16. Export packing charges, if applicable.
Not Applicable
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
Government Purchase Cards will be accepted for all orders.
18. Terms and conditions of rental, maintenance, and repair (if applicable).
Not Applicable
19. Terms and conditions of installation (if applicable).
Not Applicable
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).
Not Applicable
- 20a. Terms and conditions for any other services (if applicable).
Not Applicable
21. List of service and distribution points (if applicable).
Press Ganey Associates, Inc.
404 Columbia Place
South Bend, IN 46601

22. List of participating dealers (if applicable).
Not Applicable
23. Preventive maintenance (if applicable).
Not Applicable
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).
Not Applicable
- 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. contractor's website or other location.)
The EIT standards can be found at: www.Section508.gov/.
Not Applicable
25. Data Universal Number System (DUNS) number.
17-829-9905
26. Notification regarding registration in Central Contractor Registration (CCR) database.
Contractor is registered with the Central Contractor Registration Database
Cage Code: 3DFC7
27. Uncompensated Overtime. (Indicate if used).
None

PRESS GANEY ASSOCIATES, INC.'S MOBIS FAS AUTHORIZED LABOR CATEGORIES

Account Manager

Functional Responsibility

The Account Manager holds the primary responsibility for client set-up and ongoing maintenance for data collection and data reporting, CIS/CRM, and PG Online. The incumbent will track response rates, minimum n, and sampling. He/She will utilize strong analytical skills to deduce sampling strategy and upload procedures from client's needs and goals with respect to use of data. He/She will collaborate with Improvement Manager to establish appropriate research services, methods, and sampling, provide leg work for service failures/recovery, and act as an effective member of a team and cross-team product group. He/She will build and maintain relationship with client.

Minimum/ General Experience

Two Years of previous experience in health care or project management required. Proficient knowledge of Microsoft Word, Excel, Outlook and PowerPoint is required. Position could include possible travel to clients.

Education

Bachelor's degree is required with previous experience in health care or project management preferred.

Improvement Manager

Functional Responsibility

This position is responsible conducting on-site training and educational sessions for clients. This person will conduct on-site training sessions, including but not limited to the topics of report interpretations and dissemination, organization information review, survey set up information, survey kick off sessions, performance improvement best practices, facilitation/feedback sessions, PG Online, collaborative action planning process and online action planning training. Training sessions will be conducted for diverse healthcare audiences, including managers, physicians, and executive leadership teams.

Minimum/ General Experience

Three years of healthcare experience or applied knowledge required. Experience as a facilitator, trainer or on-site consultant or demonstrated capability considered for internal promotions.

Education

Bachelor's degree in business, healthcare or human resources related field.

Data Collection - Mail

Functional Responsibility

The responsibilities of this position include data collection from surveys for client reporting purposes. Review all mail for correct markings established by department. Separate surveys into appropriate piles for processing. Extraction of surveys from envelopes via equipment into piles for review. Scan all surveys received. Verify all scanned data for accuracy. Process undeliverable surveys.

Minimum/ General Experience

One year of prior experience with scanning equipment.

Education

High school diploma or GED

Data Collection - Phone

Functional Responsibility

Responsible for conducting telephone interviews with designated respondents. This data collection can be general opinion surveys; both consumer and business to business, recruiting, and other types of telephone interviewing. Specific responsibilities include conducting telephone interviews accurately and efficiently; demonstrating a professional telephone manner, listening skills, and attention to detail.

Minimum/ General Experience

Four years relevant experience, strong oral and written communication skills. One year experience using personal computer.

Education

High school diploma or GED

Research Manager – Custom Research

Functional Responsibility

The Custom Research Manager holds the primary responsibility for effectively managing multiple healthcare performance measurement projects. Coordinates tasks across several Press Ganey functional areas including research, data collection, analysis and improvement consulting.

Minimum/ General Experience

Two years of primary market research and health care experience, research design, understanding of statistics and good analytical skills. Skilled in the use of MSWord, Excel, SAS or SPSS.

Education

Bachelor's degree with research methodology coursework.

Research Specialist

Functional Responsibility

The primary responsibilities of this position are to provide product management support for survey and reporting products. To develop new products; to revise existing products; to provide internal and external support to company on statistical and methodological issues. Project management and leadership for tests of alternative protocols. Represent PG in professional conferences and publications.

Minimum/ General Experience

Three years minimum experience is required with experience in a corporate setting preferred.

Education

Master's degree, in social science, business or health care is required.

Senior Research Specialist

Functional Responsibility

The primary responsibilities of this position are to direct product management support for survey and reporting products. To guide the development of new products; revision of existing products; to lead internal and external support to company on statistical and methodological issues. Represent PG in professional conferences and publications.

Minimum/ General Experience

Five years' experience is required with experience in a corporate setting preferred.

Education

PhD degree in social science, business or health care is required.

Substitution: Similar Master's Degree with 10 or more years' experience.

Report Production Specialist

Functional Responsibility

To the generate research reports and facilitate the work associated with developing these reports. This will include the transfer and handling of data and quality checks.

Minimum/ General Experience

Two years' experience required. This person will have demonstrated leadership skill and strong communication skills. Must have the ability to work independently. Must possess good organizational skills and attention to detail. Must be familiar with standard office equipment. Experience in SQL, DB2/2 (other operating systems, database programs and languages will be considered). Working knowledge of DOS, Windows, and SPSS is required.

Education

Bachelor's degree.

Comment Processing Clerk

Functional Responsibility

The primary responsibilities of this position are to read questionnaires to determine type of comment, input written comments from surveys into D-Base program. Will be responsible for maintaining acceptable rate of speed and accuracy and meet commenting performance standards. Also includes tasks and other responsibilities as assigned.

Minimum/ General Experience

One year experience in typing or data entry computer skills required. Typing speed of 50 words per minute is required. Must be able to read and interpret typed and/or handwritten text and be able to work independently. Candidate must have high attention to detail.

Education

High school diploma or GED

**PRESS GANEY ASSOCIATES, INC.'S
MOBIS FAS AUTHORIZED
GSA LABOR RATES**

SIN	Labor Category	GSA Price
874-3	Account Manager	\$66.84
874-3	Improvement Manager	\$89.12
874-3	Data Collection, Mail	\$38.99
874-3	Data Collection, Phone	\$44.56
874-3	Research Manager - Custom Research	\$72.41
874-3	Research Specialist	\$94.69
874-3	Senior Research Specialist	\$200.51
874-3	Report Production	\$50.13
874-3	Comment Processing	\$33.42

SCA MATRIX		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
Data Collection, Mail	01111 – General Clerk I	05-3027
Comment Processing	01112 – General Clerk II	05-3027
Data Collection, Phone	01420 – Survey Worker	05-3027

“The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.”

PRESS GANEY ASSOCIATES, INC.'S MOBIS FAS AUTHORIZED SCHEDULE PRICELIST

As part of your annual service fee, Press Ganey, the leader in health care satisfaction measurement and improvement, provides you with comprehensive services including, but not limited to:

- Secure data transfer method ensuring HIPAA compliance
- Fast and accurate survey processing and data analyses
- Customizable surveys to meet your needs (i.e. custom questions, service-specific surveys, language-specific surveys, etc.) (^)
- Full comparative reporting as often as desired providing the minimum database requirements are met (**) (^)
- Benchmarking against the largest client base in the industry, and percentile rankings in up to three peer groups of your choice (**)
- Convenient online account housing your survey images, electronic reports and improvement guides
- Access to our online tool, which allows you to perform drill down analyses and create customized reports on demand (^)
- Access to unlimited phone consultation with a consultant specialized in servicing your account
- Complimentary on-site education and training sessions (**) (^)
- Extensive line of value-added tools and resources to assist you in your quality and performance improvement efforts (^)

**These product features are applicable to all products with the exceptions of Employee Perspectives and Physician Satisfaction.

^ These product features are applicable to all products with the exception of Dental Data Solutions

* Product specific information available below.

Press Ganey Associates, Inc. GSA Pricing

SIN	PRODUCT NUMBER	PRODUCT/SURVEY DESCRIPTION	UOI	GSA Price w/ IFF
Hospital Services - Mail Pricing				
(Service not dictated by size)				
874-3	PGA-DTL	Dental	Each	\$4,149.52
874-3	PGA-DTL-C	Dental (Comment Contract Fee)	Each	\$2,283.12
Hospital Services - Mail Pricing				
Freestanding				
874-3	PGA-UC-FREESTD	Urgent Care	Each	\$4,149.52
874-3	PGA-UC-CMC-FREESTD	Urgent Care (Comment Contract Fee)	Each	\$2,283.12
874-3	PGA-SC-1-25	Safety Culture - IN Service (Bed Size 1-25, Comment Contract Fee Included)	Each	\$7,283.83
874-3	PGA-SC-26-100	Safety Culture - IN Service (Bed Size 26-100, Comment Contract Fee Included)	Each	\$9,314.26
874-3	PGA-SC-101-300	Safety Culture - IN Service (Bed Size 101-300, Comment Contract Fee Included)	Each	\$11,251.59
874-3	PGA-SC-301-500	Safety Culture - IN Service (Bed Size 301-500, Comment Contract Fee Included)	Each	\$13,184.48
874-3	PGA-SC-501+	Safety Culture - IN Service (Bed Size 501+, Comment Contract Fee Included)	Each	\$16,137.03
874-3	PGA-ERD	ER Departments (Comment Contract Fee Included)	Each	\$13,184.48
874-3	PGA-OUC	OU Clinics (Comment Contract Fee Included)	Each	\$13,184.48
874-3	PGA-OUC-C	UC Clinics (Comment Contract Fee Included)	Each	\$9,314.26
874-3	PGA-ASV-3000-6000	AS Visits - (3,000-6,000) (Comment Contract Fee Included)	Each	\$11,251.59
874-3	PGA-ASV-6000+	AS Visits - (6,000+) (Comment Contract Fee Included)	Each	\$16,137.03
Hospital Services - Telephone Pricing				
Bed Size 1-50 Total Volume <1500				
874-3	PGA-IMP-1-50-200	Inpatient - 200 calls included (Contract Fee)	Each	\$5,275.57
874-3	PGA-OUTPS-1-50-200	Outpatient Services - 200 calls included (Contract Fee)	Each	\$5,275.57
874-3	PGA-AMB-1-50-200	Ambulatory Surgery - 200 calls included (Contract Fee)	Each	\$5,275.57
874-3	PGA-ED-1-50-ENG-200	Emergency Department - ENGLISH - 200 calls included (Contract Fee)	Each	\$5,275.57
874-3	PGA-ED-1-50-SPANISH-100	Emergency Department - SPANISH - 100 calls included (Contract Fee)	Each	\$8,822.17
874-3	PGA-PI-1-50-200	Pediatric Inpatient - 200 calls included (Contract Fee)	Each	\$5,275.57
874-3	PGA-PED-1-50-200	Pediatric Emergency Department - 200 calls included (Contract Fee)	Each	\$5,275.57
874-3	PGA-ONCD-1-50-200	Oncology Outpatient - 200 calls included (Contract Fee)	Each	\$5,275.57
874-3	PGA-REHAB-1-50-200	Rehabilitation Outpatient - 200 calls included (Contract Fee)	Each	\$5,275.57
874-3	PGA-PPC-1-50	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Bed Size 1-50 Total Volume >1500				
300 Calls Included				
874-3	PGA-IMP-1-50-300	Inpatient (Contract Fee)	Each	\$5,302.17
874-3	PGA-OUTPS-1-50-300	Outpatient Services (Contract Fee)	Each	\$5,302.17
874-3	PGA-AMB-1-50-300	Ambulatory Surgery (Contract Fee)	Each	\$5,302.17
874-3	PGA-PI-1-50-300	Pediatric Inpatient (Contract Fee)	Each	\$5,302.17
874-3	PGA-PED-1-50-300	Pediatric Emergency Department (Contract Fee)	Each	\$5,302.17
874-3	PGA-ONCD-1-50-300	Oncology Outpatient (Contract Fee)	Each	\$5,302.17
874-3	PGA-REHAB-1-50-300	Rehabilitation Outpatient (Contract Fee)	Each	\$5,302.17
874-3	PGA-PPC-1-50-300	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Bed Size 1-50 Total Volume >1500				
350 Calls Included				
874-3	PGA-IMP-1-50-350	Inpatient (Contract Fee)	Each	\$6,454.81
874-3	PGA-OUTPS-1-50-350	Outpatient Services (Contract Fee)	Each	\$6,454.81
874-3	PGA-AMB-1-50-350	Ambulatory Surgery (Contract Fee)	Each	\$6,454.81
874-3	PGA-ED-1-50-ENG-350	Emergency Department - ENGLISH (Contract Fee)	Each	\$6,454.81
874-3	PGA-ED-1-50-SPANISH-350	Emergency Department - SPANISH (Contract Fee)	Each	\$8,853.20
874-3	PGA-PI-1-50-350	Pediatric Inpatient (Contract Fee)	Each	\$6,454.81
874-3	PGA-PED-1-50-350	Pediatric Emergency Department (Contract Fee)	Each	\$6,454.81
874-3	PGA-ONCD-1-50-350	Oncology Outpatient (Contract Fee)	Each	\$6,454.81
874-3	PGA-REHAB-1-50-350	Rehabilitation Outpatient (Contract Fee)	Each	\$6,454.81
874-3	PGA-PPC-1-50-350	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Bed Size 1-50 Total Volume >1500				
500 Calls Included				
874-3	PGA-IMP-1-50-500	Inpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-OUTPS-1-50-500	Outpatient Services (Contract Fee)	Each	\$8,853.20
874-3	PGA-AMB-1-50-500	Ambulatory Surgery (Contract Fee)	Each	\$8,853.20
874-3	PGA-PI-1-50-500	Pediatric Inpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-PED-1-50-500	Pediatric Emergency Department (Contract Fee)	Each	\$8,853.20
874-3	PGA-ONCD-1-50-500	Oncology Outpatient (Contract Fee)	Each	\$8,853.20

Press Ganey Associates, Inc. GSA Pricing

SIN	PRODUCT NUMBER	PRODUCT/SURVEY DESCRIPTION	UOI	GSA Price w/ IFF
874-3	PGA-REHAB-1-50-500	Rehabilitation Outpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-PPC-1-50-500	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Bed Size 51-100 Total Volume <1500				
100 Calls Included				
874-3	PGA-IMP-51-100-100	Inpatient (Contract Fee)	Each	\$6,423.78
874-3	PGA-OUTPS-51-100-100	Outpatient Services (Contract Fee)	Each	\$6,423.78
874-3	PGA-AMB-51-100-100	Ambulatory Surgery (Contract Fee)	Each	\$6,423.78
874-3	PGA-PI-51-100-100	Pediatric Inpatient (Contract Fee)	Each	\$6,423.78
874-3	PGA-PED-51-100-100	Pediatric Emergency Department (Contract Fee)	Each	\$6,423.78
874-3	PGA-ONCD-51-100-100	Oncology Outpatient (Contract Fee)	Each	\$6,423.78
874-3	PGA-REHAB-51-100-100	Rehabilitation Outpatient (Contract Fee)	Each	\$6,423.78
874-3	PGA-PPC-51-100-100	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Bed Size 51-100 Total Volume >1500				
300 Calls Included				
874-3	PGA-IMP-51-100-300	Inpatient (Contract Fee)	Each	\$5,302.17
874-3	PGA-OUTPS-51-100-300	Outpatient Services (Contract Fee)	Each	\$5,302.17
874-3	PGA-AMB-51-100-300	Ambulatory Surgery (Contract Fee)	Each	\$5,302.17
874-3	PGA-PI-51-100-300	Pediatric Inpatient (Contract Fee)	Each	\$5,302.17
874-3	PGA-PED-51-100-300	Pediatric Emergency Department (Contract Fee)	Each	\$5,302.17
874-3	PGA-ONCD-51-100-300	Oncology Outpatient (Contract Fee)	Each	\$5,302.17
874-3	PGA-REHAB-51-100-300	Rehabilitation Outpatient (Contract Fee)	Each	\$5,302.17
874-3	PGA-PPC-51-100-300	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Bed Size 51-100 Total Volume >1500				
350 Calls Included				
874-3	PGA-IMP-51-100-350	Inpatient (Contract Fee)	Each	\$6,454.81
874-3	PGA-OUTPS-51-100-350	Outpatient Services (Contract Fee)	Each	\$6,454.81
874-3	PGA-AMB-51-100-350	Ambulatory Surgery (Contract Fee)	Each	\$6,454.81
874-3	PGA-ED-51-100-ENG-350	Emergency Department - ENGLISH (Contract Fee)	Each	\$6,454.81
874-3	PGA-ED-51-100-SPANISH-350	Emergency Department - SPANISH (Contract Fee)	Each	\$8,853.20
874-3	PGA-PI-51-100-350	Pediatric Inpatient (Contract Fee)	Each	\$6,454.81
874-3	PGA-PED-51-100-350	Pediatric Emergency Department (Contract Fee)	Each	\$6,454.81
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874-3	PGA-PPC-51-100-350	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Bed Size 51-100 Total Volume >1500				
500 Calls Included				
874-3	PGA-IMP-51-100-500	Inpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-OUTPS-51-100-500	Outpatient Services (Contract Fee)	Each	\$8,853.20
874-3	PGA-AMB-51-100-500	Ambulatory Surgery (Contract Fee)	Each	\$8,853.20
874-3	PGA-PI-51-100-500	Pediatric Inpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-PED-51-100-500	Pediatric Emergency Department (Contract Fee)	Each	\$8,853.20
874-3	PGA-ONCD-51-100-500	Oncology Outpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-REHAB-51-100-500	Rehabilitation Outpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-PPC-51-100-500	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Bed Size 101+ Total Volume <1500				
100 Calls Included				
874-3	PGA-IMP-100UP-100	Inpatient (Contract Fee)	Each	\$8,822.17
874-3	PGA-OUTPS-100UP-100	Outpatient Services (Contract Fee)	Each	\$8,822.17
874-3	PGA-AMB-100UP-100	Ambulatory Surgery (Contract Fee)	Each	\$8,822.17
874-3	PGA-PI-100UP-100	Pediatric Inpatient (Contract Fee)	Each	\$8,822.17
874-3	PGA-PED-100UP-100	Pediatric Emergency Department (Contract Fee)	Each	\$8,822.17
874-3	PGA-ONCD-100UP-100	Oncology Outpatient (Contract Fee)	Each	\$8,822.17
874-3	PGA-REHAB-100UP-100	Rehabilitation Outpatient (Contract Fee)	Each	\$8,822.17
874-3	PGA-PPC-100UP-100	Price per completed calls if over included	Each	\$17.38

Press Ganey Associates, Inc. GSA Pricing

SIN	PRODUCT NUMBER	PRODUCT/SURVEY DESCRIPTION	UOI	GSA Price w/ IFF
Hospital Services - Telephone Pricing				
Bed Size 101+ Total Volume >1500				
300 Calls Included				
874-3	PGA-IMP-100UP-300	Inpatient (Contract Fee)	Each	\$5,302.17
874-3	PGA-OUTPS-100UP-300	Outpatient Services (Contract Fee)	Each	\$5,302.17
874-3	PGA-AMB-100UP-300	Ambulatory Surgery (Contract Fee)	Each	\$5,302.17
874-3	PGA-PI-100UP-300	Pediatric Inpatient (Contract Fee)	Each	\$5,302.17
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874-3	PGA-PPC-100UP-300	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Bed Size 101+ Total Volume >1500				
350 Calls Included				
874-3	PGA-IMP-100UP-350	Inpatient (Contract Fee)	Each	\$6,454.81
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Bed Size 101+ Total Volume >1500				
500 Calls Included				
874-3	PGA-IMP-100UP-500	Inpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-OUTPS-100UP-500	Outpatient Services (Contract Fee)	Each	\$8,853.20
874-3	PGA-AMB-100UP-500	Ambulatory Surgery (Contract Fee)	Each	\$8,853.20
874-3	PGA-PI-100UP-500	Pediatric Inpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-PED-100UP-500	Pediatric Emergency Department (Contract Fee)	Each	\$8,853.20
874-3	PGA-ONCD-100UP-500	Oncology Outpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-REHAB-100UP-500	Rehabilitation Outpatient (Contract Fee)	Each	\$8,853.20
874-3	PGA-PPC-100UP-500	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
(Service not dictated by size)				
874-3	PGA-UC-200	Urgent Care - Total Volume <1,500 (200 calls included)	Each	\$5,275.57
874-3	PGA-UC-300	Urgent Care - Total Volume >1,500 (300 calls included)	Each	\$5,302.17
874-3	PGA-UC-350	Urgent Care - Total Volume >1,500 (350 calls included)	Each	\$6,454.81
874-3	PGA-UC-500	Urgent Care - Total Volume >1,500 (500 calls included)	Each	\$8,853.20
874-3	PGA-DENT-300	Dental - Total Volume >1,500 (300 calls included)	Each	\$5,302.17
874-3	PGA-NICU-350	NICU - Total Volume >1,500 (350 calls included)	Each	\$6,454.81
874-3	PGA-REHABO-100	Rehabilitation Outpatient <1,500 (100 calls included)	Each	\$6,423.78
874-3	PGA-REHABO-350	Rehabilitation Outpatient >1,500 (350 calls included)	Each	\$6,454.81
874-3	PGA-CUST-500	Custom - Total Volume >1,500 (500 calls included)	Each	\$8,853.20
874-3	PGA-PPC-HOSPSEV	Price per completed calls if over included	Each	\$17.38
Hospital Services - Telephone Pricing				
Freestanding				
Ambulatory Surgery				
874-3	PGA-AMB-200	Ambulatory Surgery <3,000 procedures per year (200 calls included)	Each	\$5,275.57
874-3	PGA-AMB-100	Ambulatory Surgery 3,001 - 6,000 procedures per year (100 calls included)	Each	\$6,423.78
874-3	PGA-AMB-100-2	Ambulatory Surgery >6,000 procedures per year (100 calls included)	Each	\$8,822.17
874-3	PGA-PPC-FRSTD	Price per completed calls if over included	Each	\$17.38
Medical Services - Mail Pricing				
Home Health Care - Basic Package				
Number of Qualified Patients Per Year				
874-3	PGA-MEDSERV-300	300 Qualified Patients	Each	\$1,768.87
874-3	PGA-MEDSERV-350	350 Qualified Patients	Each	\$1,994.96
874-3	PGA-MEDSERV-400	400 Qualified Patients	Each	\$2,212.19
874-3	PGA-MEDSERV-450	450 Qualified Patients	Each	\$2,438.29
874-3	PGA-MEDSERV-500	500 Qualified Patients	Each	\$2,655.52

Press Ganey Associates, Inc. GSA Pricing

SIN	PRODUCT NUMBER	PRODUCT/SURVEY DESCRIPTION	UOI	GSA Price w/ IFF
874-3	PGA-MEDSERV-550	550 Qualified Patients	Each	\$2,832.85
874-3	PGA-MEDSERV-600	600 Qualified Patients	Each	\$2,970.28
874-3	PGA-MEDSERV-650	650 Qualified Patients	Each	\$3,098.84
874-3	PGA-MEDSERV-700	700 Qualified Patients	Each	\$3,324.94
874-3	PGA-MEDSERV-750	750 Qualified Patients	Each	\$3,542.17
874-3	PGA-MEDSERV-800	800 Qualified Patients	Each	\$3,679.60
874-3	PGA-MEDSERV-850	850 Qualified Patients	Each	\$3,808.16
874-3	PGA-MEDSERV-900	900 Qualified Patients	Each	\$3,945.59
874-3	PGA-MEDSERV-950	950 Qualified Patients	Each	\$4,074.16
874-3	PGA-MEDSERV-1000	1000 Qualified Patients	Each	\$4,251.49
874-3	PGA-MEDSERV-1050	1050 Qualified Patients*	Each	\$4,428.82
Medical Services - Mail Pricing				
Home Health Care - Improvement Package - Single				
874-3	PGA-MEDSERV-IP-S	Single Entity Pricing	Each	\$4,149.52
874-3	PGA-MEDSERV-IP-S-C	Single Entity Pricing (Comment Contract Fee)	Each	\$2,283.12
Medical Services - Mail Pricing				
Home Health Care - Improvement Package - Multi				
874-3	PGA-MEDSERV-IP-MULTI	Multi Entity Pricing	Each	\$1,844.23
874-3	PGA-MEDSERV-IP-MULTI-C	Multi Entity Pricing (Comment Contract Fee)	Each	\$1,015.21
Medical Services - Mail Pricing				
Medical Practice				
Location Option Report Fees				
874-3	PGA-MPD-1-10	Medical Practice Department (1-10 units)	Each	\$359.09
874-3	PGA-MPD-11-40	Medical Practice Department (11-40 units)	Each	\$314.76
874-3	PGA-MPD-41-100	Medical Practice Department (41-100 units)	Each	\$265.99
874-3	PGA-MPD-101-300	Medical Practice Department (101-300 units)	Each	\$217.23
874-3	PGA-MPD-301+	Medical Practice Department (301+ units)	Each	\$168.46
Medical Services - Mail Pricing				
Freestanding				
Safety Culture				
874-3	PGA-FRSTD-1-100	MD Providers (1-100 Units) Comment Contract Fee Included	Each	\$9,314.26
874-3	PGA-FRSTD-101-300	MD Providers (101-300 Units) Comment Contract Fee Included	Each	\$11,251.59
874-3	PGA-FRSTD-300+	MD Providers (300+ Units) Comment Contract Fee Included	Each	\$16,137.03
Medical Services - Telephone Pricing				
(Service not dictated by size)				
874-3	PGA-HOMEMED-300	Home Medical Equipment - 300 calls included	Each	\$5,302.17
874-3	PGA-PPC-HOMEMED	Price per completed calls if over included	Each	\$17.38
Medical Services - Telephone Pricing				
Home Health Care				
Basic Package - Number of Patients Per Year				
874-3	PGA-HOMEHEALTH-65	1-200 Patients Per Year (65 calls included)	Each	\$1,396.47
874-3	PGA-HOMEHEALTH-100	201-300 Patients Per Year (100 calls included)	Each	\$2,123.53
874-3	PGA-HOMEHEALTH-150	301-500 Patients Per Year (150 calls included)	Each	\$3,010.18
874-3	PGA-HOMEHEALTH-225	501-750 Patients Per Year (225 calls included)	Each	\$4,251.49
874-3	PGA-HOMEHEALTH-350	751+ Patients Per Year (350 calls included)	Each	\$6,202.12
874-3	PGA-PPC-HOMEHEALTH	Price per completed calls if over included	Each	\$17.38
Medical Services - Telephone Pricing				
Home Health Care				
Improvement Package - Single Entity Pricing				
874-3	PGA-IP-SINGLE-200	Total Volume <1500 - Category 1 (200 calls included)	Each	\$5,275.57
874-3	PGA-IP-SINGLE-100	Total Volume <1500 - Category 2 (100 calls included)	Each	\$6,423.78
874-3	PGA-IP-SINGLE-300	Total Volume >1500 - Category 1 (300 calls included)	Each	\$5,302.17
874-3	PGA-PPC-SINGLE	Price per completed calls if over included	Each	\$17.38
Medical Services - Telephone Pricing				
Home Health Care				
Improvement Package - Multi Entity Pricing				
874-3	PGA-IP-MULTI-CORP	Phone - Corporate Contract	Each	\$4,149.52
874-3	PGA-IP-MULTI-AGENCY	Phone - Agency Contract	Each	\$1,844.23
874-3	PGA-IP-AGENCY-100	Phone - Agency Contract - Includes 100 calls	Each	\$2,398.39
874-3	PGA-IP-AGENCY-325	Phone - Agency Contract - Includes 325 calls	Each	\$5,532.70
874-3	PGA-PPC-IP-MULTI	Price per completed calls if over included	Each	\$17.38

Press Ganey Associates, Inc. GSA Pricing

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Medical Services - Telephone Pricing				
Medical Practice				
1-10 Units				
874-3	PGA-MEDP-200	Total Volume < 1500 - Category 1 (200 calls included)	Each	\$5,275.57
874-3	PGA-MEDP-300	Total Volume > 1500 - Category 1 (300 calls included)	Each	\$5,302.17
874-3	PGA-MEDP-350	Category 2 (350 calls included)	Each	\$6,454.81
874-3	PGA-MEDP-500	Category 3 (500 calls included)	Each	\$8,853.20
Medical Services - Telephone Pricing				
Medical Practice				
11-40 Units				
874-3	PGA-MEDP11-40-200	Total Volume < 1500 - Category 1 (200 calls included)	Each	\$5,275.57
874-3	PGA-MEDP11-40-300	Total Volume > 1500 - Category 1 (300 calls included)	Each	\$5,302.17
874-3	PGA-MEDP11-40-350	Category 2 (350 calls included)	Each	\$6,454.81
874-3	PGA-MEDP11-40-500	Category 3 (500 calls included)	Each	\$8,853.20
Medical Services - Telephone Pricing				
Medical Practice				
41-100 Units				
874-3	PGA-MEDP41-100-200	Total Volume < 1500 - Category 1 (200 calls included)	Each	\$5,275.57
874-3	PGA-MEDP41-100-300	Total Volume > 1500 - Category 1 (300 calls included)	Each	\$5,302.17
874-3	PGA-MEDP41-100-350	Category 2 (350 calls included)	Each	\$6,454.81
874-3	PGA-MEDP41-100-500	Category 3 (500 calls included)	Each	\$8,853.20
Medical Services - Telephone Pricing				
Medical Practice				
101-300 Units				
874-3	PGA-MEDP101-300-100	Total Volume < 1500 - Category 2 (100 calls included)	Each	\$6,423.78
874-3	PGA-MEDP101-300-300	Total Volume > 1500 - Category 1 (300 calls included)	Each	\$5,302.17
874-3	PGA-MEDP101-300-350	Category 2 (350 calls included)	Each	\$6,454.81
874-3	PGA-MEDP101-300-500	Category 3 (500 calls included)	Each	\$8,853.20
Medical Services - Telephone Pricing				
Medical Practice				
301+ Units				
874-3	PGA-MEDP301UP-100	Total Volume < 1500 - Category 3 (100 calls included)	Each	\$8,822.17
874-3	PGA-MEDP301UP-300	Total Volume > 1500 - Category 1 (300 calls included)	Each	\$5,302.17
874-3	PGA-MEDP301UP-350	Category 2 (350 calls included)	Each	\$6,454.81
874-3	PGA-MEDP301UP-500	Category 3 (500 calls included)	Each	\$8,853.20
874-3	PGA-PPC-301UP	Price per completed calls if over included	Each	\$17.38
Engagement Based - Pricing				
Community Image				
Small Community Image				
874-3	PGA-SMALLC-500	Contract Fee with 500 included calls	Each	\$12,856.42
Engagement Based - Pricing				
Community Image				
Large Community Image				
874-3	PGA-LARGE-500	Contract Fee with 500 included calls	Each	\$25,358.19
874-3	PGA-LARGE-750	Contract Fee with 750 included calls	Each	\$34,118.29
874-3	PGA-LARGE-1000	Contract Fee with 1000 included calls	Each	\$42,878.39
874-3	PGA-LARGE-1250	Contract Fee with 1250 included calls	Each	\$51,638.49
874-3	PGA-LARGE-1500	Contract Fee with 1500 included calls	Each	\$60,398.59
874-3	PGA-LARGE-1750	Contract Fee with 1750 included calls	Each	\$69,158.69
874-3	PGA-LARGE-2000	Contract Fee with 2000 included calls	Each	\$77,918.79
874-3	PGA-LARGE-2250	Contract Fee with 2250 included calls	Each	\$86,678.89
874-3	PGA-LARGE-2500	Contract Fee with 2500 included calls	Each	\$95,438.99
874-3	PGA-LARGE-2750	Contract Fee with 2750 included calls	Each	\$104,199.09
874-3	PGA-LARGE-3000	Contract Fee with 3000 included calls	Each	\$112,959.19
874-3	PGA-PPC-LARGE	Price per completed calls if over included	Each	\$35.04
Date Collection - Pricing				
Wave 1 - Price Per Survey				
Hospital & Medical Services				
874-5	PGA-WAVE1-LTR	Pre-Notification letter	Each	\$0.75
874-5	PGA-BULKSCAN	Bulk Scannable - With Comments - Full - Initial Survey	Each	\$1.83
874-5	PGA-BULKSCAN-OUT	Bulk scannable - With comments - Outgoing	Each	\$1.71

Press Ganey Associates, Inc. GSA Pricing

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874-5	PGA-BULKSCAN-IN	Bulk scannable - With Comments - Received	Each	\$1.45
874-5	PGA-BULKSCAN-WOUT-FULL	Bulk scannable - Without Comments - Full - Initial Survey	Each	\$1.60
874-5	PGA-BULKSCAN-WOUT	Bulk scannable - Without Comments - Outgoing	Each	\$1.51
874-5	PGA-BULKSCAN-WOUT-IN	Bulk scannable - Without comments - Received	Each	\$1.24
874-5	PGA-MAILINFO-1	Mail-Critical Access-Bundled Info Turn Fee > 500 Surveys - With Comments - Full - Initial Survey	Each	\$2.07
874-5	PGA-MAILINFO-2	Mail-InfoTurn-(US) - With Comments - Full - Initial Survey	Each	\$2.07
874-5	PGA-MAILINFO-3	Mail-InfoTurn-(US) - With Comments - Outgoing	Each	\$1.71
874-5	PGA-MAILINFO-4	Mail-InfoTurn-(US) - With Comments - Received	Each	\$1.45
874-5	PGA-MAILINFO-5	Mail-InfoTurn-(US) - Without Comments - Full - Initial Survey	Each	\$1.82
874-5	PGA-MAILINFO-6	Mail-InfoTurn-(US) - Without Comments - Outgoing	Each	\$1.51
874-5	PGA-MAILINFO-7	Mail-InfoTurn-(US) - Without Comments - Received	Each	\$1.24
874-5	PGA-MAILINFO-8	Mail-InfoTurn-Transplant Survey (US) - With Comments - Full - Initial Survey	Each	\$2.78
874-5	PGA-MAILINFO-9	Mail-InfoTurn-Transplant Survey (US) - Without Comments - Full - Initial Survey	Each	\$2.53
874-5	PGA-MAILINFO-10	Mail-Info-Turn-(CA) - With Comments - Full - Initial Survey	Each	\$2.78
874-5	PGA-MAILINFO-11	Mail-Info-Turn-(CA) - With Comments - Outgoing	Each	\$2.42
874-5	PGA-MAILINFO-12	Mail-Info-Turn-(CA) - With Comments - Received	Each	\$2.15
874-5	PGA-MAILINFO-13	Mail-Info-Turn-(MX) - With Comments - Full - Initial Survey	Each	\$2.78
874-5	PGA-MAILINFO-14	Mail-Info-Turn-(MX) - With Comments - Outgoing	Each	\$2.42
874-5	PGA-MAILINFO-15	Mail-Info-Turn-(MX) - With Comments - Received	Each	\$2.15
874-5	PGA-MAILINFO-16	Mail-Info-Turn-(BM) - With Comments - Full - Initial Survey	Each	\$2.78
874-5	PGA-MAILINFO-17	Mail-Info-Turn-(BM) - With Comments - Outgoing	Each	\$2.42
874-5	PGA-MAILINFO-18	Mail-Info-Turn-(BM) - With Comments - Received	Each	\$2.15
874-5	PGA-MAILINFO-19	Mail-Info-Turn-(CA) - Without Comments - Full - Initial Survey	Each	\$2.53
874-5	PGA-MAILINFO-20	Mail-Info-Turn-(CA) - Without Comments - Outgoing	Each	\$2.22
874-5	PGA-MAILINFO-21	Mail-Info-Turn-(CA) - Without Comments - Received	Each	\$1.95
874-5	PGA-MAILINFO-22	Mail-Info-Turn-(MX) - Without Comments - Full - Initial Survey	Each	\$2.53
874-5	PGA-MAILINFO-23	Mail-Info-Turn-(MX) - Without Comments - Outgoing	Each	\$2.22
874-5	PGA-MAILINFO-24	Mail-Info-Turn-(MX) - Without Comments - Received	Each	\$1.95
874-5	PGA-MAILINFO-25	Mail-Info-Turn-(BM) - Without Comments - Full - Initial Survey	Each	\$2.53
874-5	PGA-MAILINFO-26	Mail-Info-Turn-(BM) - Without Comments - Outgoing	Each	\$2.22
874-5	PGA-MAILINFO-27	Mail-Info-Turn-(BM) - Without Comments - Received	Each	\$1.95
874-5	PGA-MAIL-HCAHPS-1	Mail-HCAHPS Only - Standard - With Comments - Full - Initial Survey	Each	\$2.07
874-5	PGA-MAIL-HCAHPS-2	Mail-HCAHPS Only - Standard - Without Comments - Full - Initial Survey	Each	\$1.82
874-5	PGA-MAIL-HCAHPS-3	Mail-HCAHPS Only - Expanded - With Comments - Full - Initial Survey	Each	\$2.48
874-5	PGA-MAIL-HCAHPS-4	Mail-HCAHPS Only - Expanded - Without Comments - Full - Initial Survey	Each	\$2.23
874-5	PGA-MAIL-HCAHPS-5	Mail-HCAHPS Integrated - Standard - With Comments - Full - Initial Survey	Each	\$2.07
874-5	PGA-MAIL-HCAHPS-6	Mail-HCAHPS Integrated - Standard - Without Comments - Full - Initial Survey	Each	\$1.82
874-5	PGA-MAIL-HCAHPS-7	Mail-HCAHPS Integrated - Expanded - With Comments - Full - Initial Survey	Each	\$2.48
874-5	PGA-MAIL-HCAHPS-8	Mail-HCAHPS Integrated - Expanded - Without Comments - Full - Initial Survey	Each	\$2.23
874-5	PGA-MAIL-HCAHPS-9	Mail-Basic-HHCAHPS Only > 1200 Included Surveys per fee - Without Comments - Full - Initial Survey	Each	\$1.82
874-5	PGA-MAIL-HCAHPS-10	Mail-HHCAHPS Only-(US) With Comments - Full - Initial Survey	Each	\$2.07
874-5	PGA-MAIL-HCAHPS-11	Mail-HHCAHPS Only-(US) Without Comments - Full - Initial Survey	Each	\$1.82
874-5	PGA-MAIL-HCAHPS-12	Mail-HHCAHPS Integrated-(US) With Comments - Full - Initial Survey	Each	\$2.07
874-5	PGA-MAIL-HCAHPS-13	Mail-HHCAHPS Integrated-(US) Without Comments - Full - Initial Survey	Each	\$1.82
Date Collection - Pricing				
Wave 1 - Price Per Survey				
Medical Staff				
874-5	PGA-INFOTURN-1	InfoTurn-Notification Letter	Each	\$5.36
874-5	PGA-INFOTURN-2	InfoTurn-Cover Letter w/PIN-Survey	Each	\$5.36
874-5	PGA-INFOTURN-3	InfoTurn-Cover Letter w/PIN-Survey-BRE	Each	\$5.36
874-5	PGA-INFOTURN-4	InfoTurn-Cover Letter-Survey-BRE	Each	\$5.36
874-5	PGA-INFOTURN-5	InfoTurn-e-mail Notification	Each	\$5.36
874-5	PGA-INFOTURN-6	InfoTurn - Notification Letter w/ PIN	Each	\$5.36
874-5	PGA-INFOTURN-7	InfoTurn -Survey	Each	\$5.36
874-5	PGA-INFOTURN-8	InfoTurn-Survey-BRE	Each	\$5.36
Date Collection - Pricing				
Wave 2- Wave 9 - Price Per Survey				
Hospital & Medical Services				
874-5	PGA-WAVE2-9-LTR	Pre-Notification letter	Each	\$0.75
874-5	PGA-MAILWAVE2-1	Mail-Critical Access-Bundled Info Turn Fee > 500 Surveys - With Comments - Full - Initial Survey	Each	\$2.04

Press Ganey Associates, Inc. GSA Pricing

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874-5	PGA-MAILWAVE2-2	Mail-InfoTurn-(US) - With Comments - Full - Initial Survey	Each	\$1.29
874-5	PGA-MAILWAVE2-3	Mail-InfoTurn-(US) - With Comments - Outgoing	Each	\$1.29
874-5	PGA-MAILWAVE2-4	Mail-InfoTurn-(US) - With Comments - Received	Each	\$1.29
874-5	PGA-MAILWAVE2-5	Mail-InfoTurn-(US) - Without Comments - Full - Initial Survey	Each	\$1.29
874-5	PGA-MAILWAVE2-6	Mail-InfoTurn-(US) - Without Comments - Outgoing	Each	\$1.29
874-5	PGA-MAILWAVE2-7	Mail-InfoTurn-(US) - Without Comments - Received	Each	\$1.29
874-5	PGA-MAILWAVE2-8	Mail-InfoTurn-Transplant Survey (US) - With Comments - Full - Initial Survey	Each	\$1.99
874-5	PGA-MAILWAVE2-9	Mail-InfoTurn-Transplant Survey (US) - Without Comments - Full - Initial Survey	Each	\$1.99
874-5	PGA-MAILWAVE2-10	Mail-Info-Turn-(CA) - With Comments - Full - Initial Survey	Each	\$1.99
874-5	PGA-MAILWAVE2-11	Mail-Info-Turn-(CA) - With Comments - Outgoing	Each	\$1.99
874-5	PGA-MAILWAVE2-12	Mail-Info-Turn-(CA) - With Comments - Received	Each	\$1.99
874-5	PGA-MAILWAVE2-13	Mail-Info-Turn-(MX) - With Comments - Full - Initial Survey	Each	\$1.99
874-5	PGA-MAILWAVE2-14	Mail-Info-Turn-(MX) - With Comments - Outgoing	Each	\$1.99
874-5	PGA-MAILWAVE2-15	Mail-Info-Turn-(MX) - With Comments - Received	Each	\$1.99
874-5	PGA-MAILWAVE2-16	Mail-Info-Turn-(BM) - With Comments - Full - Initial Survey	Each	\$1.99
874-5	PGA-MAILWAVE2-17	Mail-Info-Turn-(BM) - With Comments - Outgoing	Each	\$1.99
874-5	PGA-MAILWAVE2-18	Mail-Info-Turn-(BM) - With Comments - Received	Each	\$1.99
874-5	PGA-MAILWAVE2-19	Mail-Info-Turn-(CA) - Without Comments - Full - Initial Survey	Each	\$1.99
874-5	PGA-MAILWAVE2-20	Mail-Info-Turn-(CA) - Without Comments - Outgoing	Each	\$1.99
874-5	PGA-MAILWAVE2-21	Mail-Info-Turn-(CA) - Without Comments - Received	Each	\$1.99
874-5	PGA-MAILWAVE2-22	Mail-Info-Turn-(MX) - Without Comments - Full - Initial Survey	Each	\$1.99
874-5	PGA-MAILWAVE2-23	Mail-Info-Turn-(MX) - Without Comments - Outgoing	Each	\$1.99
874-5	PGA-MAILWAVE2-24	Mail-Info-Turn-(MX) - Without Comments - Received	Each	\$1.99
874-5	PGA-MAILWAVE2-25	Mail-Info-Turn-(BM) - Without Comments - Full - Initial Survey	Each	\$1.99
874-5	PGA-MAILWAVE2-26	Mail-Info-Turn-(BM) - Without Comments - Outgoing	Each	\$1.99
874-5	PGA-MAILWAVE2-27	Mail-Info-Turn-(BM) - Without Comments - Received	Each	\$1.99
874-5	PGA-MAILWAVE2-28	Mail-HCAHPS Only - Standard - With Comments - Full - Initial Survey	Each	\$1.29
874-5	PGA-MAILWAVE2-29	Mail-HCAHPS Only - Standard - Without Comments - Full - Initial Survey	Each	\$1.29
874-5	PGA-MAILWAVE2-30	Mail-HCAHPS Only - Expanded - With Comments - Full - Initial Survey	Each	\$1.70
874-5	PGA-MAILWAVE2-31	Mail-HCAHPS Only - Expanded - Without Comments - Full - Initial Survey	Each	\$1.70
874-5	PGA-MAILWAVE2-32	Mail-HCAHPS Integrated - Standard - With Comments - Full - Initial Survey	Each	\$1.29
874-5	PGA-MAILWAVE2-33	Mail-HCAHPS Integrated - Standard - Without Comments - Full - Initial Survey	Each	\$1.26
874-5	PGA-MAILWAVE2-34	Mail-HCAHPS Integrated - Expanded - With Comments - Full - Initial Survey	Each	\$1.70
874-5	PGA-MAILWAVE2-35	Mail-HCAHPS Integrated - Expanded - Without Comments - Full - Initial Survey	Each	\$1.70
874-5	PGA-MAILWAVE2-36	Mail-Basic-HHCAHPS Only > 960 Surveys - Without Comments - Full - Initial Survey	Each	\$1.29
874-5	PGA-MAILWAVE2-37	Mail-HHCAHPS Only-(US) With Comments - Full - Initial Survey	Each	\$1.29
874-5	PGA-MAILWAVE2-38	Mail-HHCAHPS Only-(US) Without Comments - Full - Initial Survey	Each	\$1.29
874-5	PGA-MAILWAVE2-39	Mail-HHCAHPS Integrated-(US) With Comments - Full - Initial Survey	Each	\$1.29
874-5	PGA-MAILWAVE2-40	Mail-HHCAHPS Integrated-(US) Without Comments - Full - Initial Survey	Each	\$1.29
Annual Contract Fees				
874-3	PGA-HP-CMC	Hospice Comment Contract Fee	Each	\$1,015.21
874-3	PGA-HME	Home Medical Equipment Survey	Each	\$1,844.23
874-3	PGA-EQ-CMC	Home Medical Equipment Comment Contract Fee	Each	\$1,015.21
General Acute Care				
874-3	PGA-IN-1-50	Inpatient (General Acute Care) Survey (Bed Size 1-50)	Each	\$3,416.40
874-3	PGA-IN-51-100	Inpatient (General Acute Care) Survey (Bed Size 51-100)	Each	\$4,399.20
874-3	PGA-IN-101+	Inpatient (General Acute Care) Survey (Bed Size 101+)	Each	\$6,505.20
874-3	PGA-IN-CMC-1-50	Inpatient (General Acute Care) Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12
874-3	PGA-IN-CMC-51-100	Inpatient (General Acute Care) Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44
874-3	PGA-IN-CMC-101+	Inpatient (General Acute Care) Comment Contract Fee (Bed Size 101+)	Each	\$4,309.12
Long Term Acute Care				
874-3	PGA-LTACH-1-50	Long Term Acute Care Hospital Survey (Bed Size 1-50)	Each	\$3,064.99
874-3	PGA-LTACH-51-100	Long Term Acute Care Hospital Survey (Bed Size 51-100)	Each	\$4,432.44
874-3	PGA-LTACH-101+	Long Term Acute Care Hospital Survey (Bed Size 101+)	Each	\$5,611.28
874-3	PGA-LT-CMC-1-50	Long Term Acute Care Hospital Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12

Press Ganey Associates, Inc. GSA Pricing

SIN	PRODUCT NUMBER	PRODUCT/SURVEY DESCRIPTION	UOI	GSA Price w/ IFF
874-3	PGA-LT-CMC-51-100	Long Term Acute Care Hospital Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44
874-3	PGA-LT-CMC-101+	Long Term Acute Care Hospital Comment Contract Fee (Bed Size 101+)	Each	\$3,890.18
Emergency Department Survey				
874-3	PGA-ED-1-50	Emergency Department Survey (Bed Size 1-50)	Each	\$3,416.40
874-3	PGA-ED-51-100	Emergency Department Survey (Bed Size 51-100)	Each	\$4,399.20
874-3	PGA-ED-101+	Emergency Department Survey (Bed Size 101+)	Each	\$6,505.20
874-3	PGA-ER-CMC-1-50	Emergency Department Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12
874-3	PGA-ER-CMC-51-100	Emergency Department Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44
874-3	PGA-ER-CMC-101+	Emergency Department Comment Contract Fee (Bed Size 101+)	Each	\$4,309.12
Outpatient Services Survey				
874-3	PGA-OU-1-50	Outpatient Services Survey (Bed Size 1-50)	Each	\$3,042.00
874-3	PGA-OU-51-100	Outpatient Services Survey (Bed Size 51-100)	Each	\$3,884.40
874-3	PGA-OU-101+	Outpatient Services Survey (Bed Size 101+)	Each	\$6,505.20
874-3	PGA-OU-FREE	Freestanding Outpatient Services Survey	Each	\$3,978.00
874-3	PGA-OU-CMC-1-50	Outpatient Services Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12
874-3	PGA-OU-CMC-51-100	Outpatient Services Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44
874-3	PGA-OU-CMC-101+	Outpatient Services Comment Contract Fee (Bed Size 101+)	Each	\$4,309.12
874-3	PGA-OU-CMC-FREE	Outpatient Services Comment Contract Fee (Freestanding)	Each	\$2,992.44
Ambulatory Surgery Survey				
874-3	PGA-AS-1-50	Ambulatory Surgery Survey (Bed Size 1-50)	Each	\$3,042.00
874-3	PGA-AS-151-100	Ambulatory Surgery Survey (Bed Size 51-100)	Each	\$3,884.40
874-3	PGA-AS-101+	Ambulatory Surgery Survey (Bed Size 101+)	Each	\$6,505.20
874-3	PGA-AS-FREE-<3,000	Freestanding Ambulatory Surgery Centers Survey (<3,000 Procedures per year)	Each	\$4,149.52
874-3	PGA-AS-FREE-3,000-6,000	Freestanding Ambulatory Surgery Centers Survey (3,000-6,000 Procedures per year)	Each	\$5,439.60
874-3	PGA-AS-FREE->6,000	Freestanding Ambulatory Surgery Centers Survey (>6,000 Procedures per year)	Each	\$7,837.98
874-3	PGA-AS-CMC-1-50	Ambulatory Surgery Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12
874-3	PGA-AS-CMC-51-100	Ambulatory Surgery Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44
874-3	PGA-AS-CMC-101+	Ambulatory Surgery Comment Contract Fee (Bed Size 101+)	Each	\$4,309.12
874-3	PGA-AS-CMC-FREE-<3,000	Ambulatory Surgery Comment Contract Fee (Freestanding <3,000 procedures per year)	Each	\$2,283.12
874-3	PGA-AS-CMC-FREE-3,000-6,000	Ambulatory Surgery Comment Contract Fee (Freestanding 3,000-6,000 procedures per year)	Each	\$2,992.44
874-3	PGA-AS-CMC-FREE->6,000	Ambulatory Surgery Comment Contract Fee (Freestanding >6,000 procedures per year)	Each	\$4,309.12
Medical Practice Survey				
874-3	PGA-MP-1-10	Medical Practice Base Report Survey (1-10 units)	Each	\$2,152.80
874-3	PGA-MP-11-40	Medical Practice Base Report Survey (11-40 units)	Each	\$3,088.80
874-3	PGA-MP-41-100	Medical Practice Base Report Survey (41-100 units)	Each	\$4,024.80
874-3	PGA-MP-101-300	Medical Practice Base Report Survey (101-300 units)	Each	\$4,960.80
874-3	PGA-MP-300+	Medical Practice Base Report Survey (300+ units)	Each	\$5,896.80
874-3	PGA-MD-CMC-1-10	Medical Practice Department Comment Contract Fee (1-10 Units)	Each	\$1,471.84
874-3	PGA-MD-CMC-41-100	Medical Practice Department Comment Contract Fee (41-100 Units)	Each	\$2,739.75
874-3	PGA-MD-CMC-11-40	Medical Practice Department Comment Contract Fee (11-40 Units)	Each	\$2,127.96
874-3	PGA-MD-CMC-101-300	Medical Practice Department Comment Contract Fee (101-300)	Each	\$3,395.87
874-3	PGA-MD-CMC-300+	Medical Practice Department Comment Contract Fee (300+)	Each	\$3,905.69
Pediatric Survey				
874-3	PGA-PED-1-50	Pediatric Inpatient Survey (Bed Size 1-50)	Each	\$3,042.00
874-3	PGA-PED-51-100	Pediatric Inpatient Survey (Bed Size 51-100)	Each	\$3,884.40
874-3	PGA-PED-101+	Pediatric Inpatient Survey (Bed Size 101+)	Each	\$5,569.20
874-3	PGA-PD-CMC-1-50	Pediatric Inpatient Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12
874-3	PGA-PD-CMC-51-100	Pediatric Inpatient Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44

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874-3	PGA-PD-CMC-101+	Pediatric Inpatient Comment Contract Fee (Bed Size 101+)	Each	\$4,309.12
874-3	PGA-PED-ER-1-50	Pediatric Emergency Department Survey (Bed Size 1-50)	Each	\$3,042.00
874-3	PGA-PED-ER-51-100	Pediatric Emergency Department Survey (Bed Size 51-100)	Each	\$3,884.40
874-3	PGA-PED-ER-101+	Pediatric Emergency Department Survey (Bed Size 101+)	Each	\$5,569.20
874-3	PGA-PE-CMC-1-50	Pediatric Emergency Department Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12
874-3	PGA-PE-CMC-51-100	Pediatric Emergency Department Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44
874-3	PGA-PE-CMC-101+	Pediatric Emergency Department Comment Contract Fee (Bed Size 101+)	Each	\$4,309.12
Neonatal Intensive Care Survey				
874-3	PGA-NICU	Neonatal Intensive Care Unit Survey	Each	\$1,357.20
874-3	PGA-NC-CMC	Neonatal Intensive Care Unit Comment Contract Fee	Each	\$1,063.98
Inpatient/Outpatient Behavioral Health Survey				
874-3	PGA-INBH-1-50	Inpatient Behavioral Health Survey (Bed Size 1-50)	Each	\$3,042.00
874-3	PGA-INBH-51-100	Inpatient Behavioral Health Survey (Bed Size 51-100)	Each	\$4,399.20
874-3	PGA-INBH-101+	Inpatient Behavioral Health Survey (Bed Size 101+)	Each	\$5,569.20
874-3	PGA-OUBH	Outpatient Behavioral Health Survey	Each	\$3,182.40
874-3	PGA-PY-CMC-1-50	Inpatient Behavioral Health Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12
874-3	PGA-PY-CMC-51-100	Inpatient Behavioral Health Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44
874-3	PGA-PY-CMC-101+	Inpatient Behavioral Health Comment Contract Fee (Bed Size 101+)	Each	\$3,861.00
874-3	PGA-OY-CMC	Outpatient Behavioral Health Comment Contract Fee	Each	\$2,283.12
Inpatient/Outpatient Rehabilitation Survey				
874-3	PGA-INREHAB-1-50	Inpatient Rehabilitation Survey (Bed Size 1-50)	Each	\$3,042.00
874-3	PGA-INREHAB-51-100	Inpatient Rehabilitation Survey (Bed Size 51-100)	Each	\$4,399.20
874-3	PGA-INREHAB-101+	Inpatient Rehabilitation Survey (Bed Size 101+)	Each	\$5,569.20
874-3	PGA-OUREHAB	Outpatient Rehabilitation Survey	Each	\$3,182.40
874-3	PGA-OU-FREE	Freestanding Outpatient Rehabilitation Survey	Each	\$3,322.80
874-3	PGA-RH-CMC-1-50	Inpatient Rehabilitation Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12
874-3	PGA-RH-CMC-51-100	Inpatient Rehabilitation Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44
874-3	PGA-RH-CMC-101+	Inpatient Rehabilitation Comment Contract Fee (Bed Size 101+)	Each	\$3,861.00
874-3	PGA-OR-CMC	Outpatient Rehabilitation Comment Contract Fee	Each	\$2,283.12
874-3	PGA-OR-CMC-FREE	Outpatient Rehabilitation Comment Contract Fee (Freestanding)	Each	\$2,283.12
Oncology Survey				
874-3	PGA-OUON-1-50	Outpatient Oncology Survey (Bed Size 1-50)	Each	\$3,042.00
874-3	PGA-OUON-51-100	Outpatient Oncology Survey (Bed Size 51-100)	Each	\$4,399.20
874-3	PGA-OUON-101+	Outpatient Oncology Survey (Bed Size 101+)	Each	\$5,569.20
874-3	PGA-OUON-FREE	Freestanding Outpatient Oncology Survey	Each	\$3,790.80
874-3	PGA-ON-CMC-1-50	Outpatient Oncology Comment Contract Fee (Bed Size 1-50)	Each	\$2,283.12
874-3	PGA-ON-CMC-51-100	Outpatient Oncology Comment Contract Fee (Bed Size 51-100)	Each	\$2,992.44
874-3	PGA-ON-CMC-101+	Outpatient Oncology Comment Contract Fee (Bed Size 101+)	Each	\$3,890.18
874-3	PGA-ON-CMC-FREE	Outpatient Oncology Comment Contract Fee (Freestanding)	Each	\$2,992.44
Urgent Care Survey				
874-3	PGA-UC	Urgent Care Survey	Each	\$2,734.91
874-3	PGA-UC-CMC	Urgent Care Comment Contract Fee	Each	\$2,283.12
Hospice Survey				
874-3	PGA-HOSP	Hospice Survey	Each	\$943.07
Printing/Postage Fees				
874-3	PGA-GSALABOR-10	Printing-per quantity fee	Each	\$0.09
874-3	PGA-GSALABOR-11	Postage, Outbound-per quantity fee	Each	\$0.62
874-3	PGA-GSALABOR-12	Postage, Inbound-per quantity fee	Each	\$0.71
Consulting & Education Service				
874-3	PGA-C&ES-1	Employee Partnership Personal Mentor Consulting	Each	\$443.32
874-3	PGA-C&ES-2	Physician Partnership Personal Mentor Consulting	Each	\$443.32
874-3	PGA-C&ES-3	Patient Satisfaction Personal Mentor	Each	\$443.32
874-3	PGA-C&ES-4	Service Excellence Consulting	Each	\$443.32
874-3	PGA-C&ES-5	Baldrige Program Consulting	Each	\$443.32
874-3	PGA-C&ES-6	Process Improvement Consulting	Each	\$443.32

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874-3	PGA-C&ES-7	Leadership Effectiveness Consulting	Each	\$443.32
874-3	PGA-C&ES-8	Strategic Planning Consulting	Each	\$443.32
874-3	PGA-C&ES-9	Magnet Consulting	Each	\$443.32
874-3	PGA-C&ES-10	Change Management Consulting	Each	\$443.32
874-3	PGA-C&ES-11	Qualitative Analysis-Focus Groups	Each	\$443.32
874-3	PGA-C&ES-12	Qualitative Analysis-Mystery Shopping	Each	\$443.32
874-3	PGA-C&ES-13	Integration Analysis & Consulting	Each	\$443.32
874-3	PGA-C&ES-14	Manager Coaching	Each	\$443.32
874-3	PGA-C&ES-15	Executive Coaching	Each	\$443.32
874-3	PGA-C&ES-16	Physician Coaching	Each	\$443.32
874-3	PGA-C&ES-17	Barrier/Success Analysis	Each	\$443.32
874-3	PGA-C&ES-18	Custom Education	Each	\$443.32
874-3	PGA-C&ES-19	Other Consulting	Each	\$443.32
874-3	PGA-C&ES-20	Consulting Analysis/Support	Each	\$221.66