



The Professional Services Schedule (PSS)
Authorized Federal Supply Schedule Price List
PSS Contract Number: GS-10F-0079Y
Period covered by Contract: November 30, 2011 to November 29, 2021

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Federal Supply Service
Authorized Federal Supply Schedule Price List
The Professional Services Schedule (PSS)

Federal Supply Group: 00CORP

Class: R499

Contract Number: GS-10F-0079Y

Period Covered by Contract: November 30, 2011 to November 29, 2021

Pricelist current through Modification #CM-A492 dated November 16, 2016

Contractor:

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West Des Moines, IA 50266 7711

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Website: <http://www.telligen.com/>

Business Size: Large

Online access to contract ordering information, terms and condition, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system. The Internet Address for GSA Advantage!™ is <http://www.GSAAdvantage.gov>



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

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About Telligen

Corporate Overview

Telligen is a company dedicated to delivering innovative solutions for our clients focusing on our mission of improving the quality and cost-effectiveness of healthcare for consumers and providers. As a result, we have over 40 years of proven success in impacting our clients' outcomes and assisting in managing their costs.

Telligen is able to go beyond the numbers and make sense of what the raw data is telling us. It gives us the understanding we need to develop customized solutions to healthcare challenges and individual patient care. This allows us to truly be a unique organization as we have the ability to bring clinical, analytical and technical expertise together to turn information into action to improve the quality and reduce the cost of healthcare. This is what we call healthcare intelligence.

Highlights

- Telligen provides health management services nationally to 6.4 million covered lives in the Medicare, Medicaid and Commercial markets
- We operate the largest non-government data repository for the Centers for Medicare & Medicaid Services (CMS), managing over 3.6 billion Medicare claims and other information for more than 42 million Medicare beneficiaries
- We serve as the federally designated Quality Innovation Network Quality improvement Organization for the states of Colorado, Illinois and Iowa
- We serve as the Quality Innovation Network National Coordinating Center
- Telligen partners with the states of Idaho, Iowa, Maryland, Nebraska and Oklahoma in managing their Medicaid populations
- Telligen is headquartered in Iowa with offices in Colorado, Idaho, Illinois, Maryland, Massachusetts and Oklahoma



Products and Services

Telligen Products and Services		
Care Management	Practice Facilitation	Care Coordination
Utilization Management	Provider Profiling	Network Solutions
Disease Management	Pay for Performance Programs	Security Consulting
Case Management	Electronic Patient Registry	Data Hosting
Population Management	Patient Centered Medical Home	Reporting
Clinical Quality Improvement	Health IT Solutions Consulting	Custom IT Solutions
Meaningful Use Consulting	Public Health Measures Reporting	Wellness

Telligen’s Expertise Spans Three Key Business Areas

Health Management

Telligen provides services to help members receive the right care at the right time for the right cost. We believe the right care always costs less. Services include:

- Population Health Management
- Disease Management
- Case Management
- Utilization Management
- Health Coaching
- Practice Facilitation

Quality Management

Telligen helps a broad range of customers implement measures and programs to improve the quality of care to members.

We are the Quality Improvement Organization for Colorado, Illinois and Iowa and work to improve measures of quality, safety and value to hospitals, nursing homes, home health agencies and physician offices.



Information Management

Telligen's teams provide leading-edge technology solutions that have proven the quality and value of healthcare can be improved through the deployment of information management solutions.

We have significant expertise in the collection, processing, analysis and reporting of provider data. We have implemented pay for performance solutions using claims and clinical data for all clinical settings.

Contracting Vehicles

In addition to Telligen's [Professional Services Schedule](#), Telligen holds a [Schedule 70](#) multiple award schedule providing a full range of health IT services including data warehousing, networking, information systems analysis and design and installation for all federal departments and agencies.

Telligen offers services across the full systems development life-cycle including needs analysis, software development, quality assurance, information security, infrastructure hosting, and project/program management.

Federal Capabilities Statement

Telligen has been a trusted partner to federal government agencies providing assistance in healthcare information technology and quality management for over 40 years. As an industry leader, Telligen offers scalable and secure solutions that integrate a wide breadth of services centered on healthcare data management, medical management, care coordination, quality improvement and patient care. When the federal government needed a Physician Quality Reporting System to support hospitals nationwide, Telligen was selected. When the federal government needed a company to step forward to lead the largest quality reporting initiative for long-term care, Telligen was there.

At Telligen, we strive to make an impact on both the beneficiary and provider healthcare communities. Telligen has the experience and proven successes in bringing clinical and information management expertise together to deliver customer-focused solutions.

Federal Government Services

What sets Telligen apart? Our expertise in the collection and analyzing of data and information technology. This unique combination allows the Medicare program to:

- Measure the value and effectiveness of evidence-based care guidelines
- Establish a national reporting system that allows consumers to select providers based upon quality of care
- Provide hands-on quality improvement understanding the value to the microsystem
- Initiate a provider compensation demonstration based upon patient outcomes rather than traditional fee for services
- Educate the healthcare community on ways to exchange data to improve the quality and contain the cost of healthcare

The Telligen Difference

Our strength and vast experience in information technology and clinical expertise allows us to provide top notch healthcare intelligence for our clients.

The Telligen Approach



**At Telligen, we take data and turn it into knowledge.
We then convert that knowledge into action to reduce costs and improve quality across clinical settings.**



Customer Information

1a. Special Item Number: 874-1

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.

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.

Labor Category	Yr 6 Rate	Yr 7 Rate	Yr 8 Rate	Yr 9 Rate	Yr 10 Rate
Clinical Director II	\$342.92	\$353.21	\$363.80	\$374.72	\$385.96
Clinical Director I	\$237.15	\$244.27	\$251.60	\$259.14	\$266.92
Senior Director	\$204.43	\$210.57	\$216.88	\$223.39	\$230.09
Director	\$131.74	\$135.69	\$139.76	\$143.95	\$148.27
Manager	\$114.71	\$118.15	\$121.69	\$125.34	\$129.10
Analyst	\$93.00	\$95.79	\$98.66	\$101.62	\$104.67
EHR Advisor	\$94.78	\$97.63	\$100.55	\$103.57	\$106.68
Coordinator/Specialist	\$93.38	\$96.18	\$99.07	\$102.04	\$105.10
Quality Improvement Facilitator	\$90.34	\$93.05	\$95.84	\$98.72	\$101.68
Project Assistant	\$67.82	\$69.85	\$71.95	\$74.10	\$76.33
Support Staff	\$52.13	\$53.70	\$55.31	\$56.97	\$58.68



2. Maximum Order: \$1,000,000.00

3. Minimum Order: \$100.00

4. Geographic Coverage: Domestic only

5. Point of production:

Telligen

1776 West Lakes Parkway

West Des Moines, IA 50266 7711

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: Will not accept over \$3,000

10. Foreign items: None

11a. Time of Delivery: 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 are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

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 effect a faster delivery: Contact Contractor

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

13a. Ordering Address: Same as Contractor

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements, and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address:

Telligen
1776 West Lakes Parkway
West Des Moines, IA 50266 7711

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

16. Export Packing Charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance: Contact Contractor



- 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. 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. The EIT standards can be found at: www.Section508.gov/.**

- 25. Data Universal Numbering System number:** 08-7131785

- 26. Notification regarding registration in Central Contractor Registration database:** Telligen, Inc. has registered with the Central Contractor Registration (CCR) database and with the newer System for Award Management (SAM).



Service Contract Act (SCA)

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Professional Services 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.



Labor Category Descriptions

Clinical Director II
Minimum Education/Certification Level: MD or DO
Minimum Years of Experience: 10
Description: Provides physician leadership and strategic input regarding improving healthcare and reducing costs. Provides input and guidance for the executive team, clinical and medical directors and team members to develop/enhance health management solutions, and promote clinical and quality improvement activities through evidence-based best practices.
Clinical Director I
Minimum Education/Certification Level: MD or DO
Minimum Years of Experience: 5
Description: Manages medical review activities and is responsible for the technical expertise of the peer review process. Instructs other physician reviewers on critical reviews and improvement of health care. Responsible for providing physician leadership and expertise in clinical and quality improvement activities associated with health care quality management initiatives.
Senior Director
Minimum Education/Certification Level: Bachelors
Minimum Years of Experience: 7
Description: Plans, directs and executes all aspects of designed programs or contracts. Maintains positive relationships with clients/customers or contract liaison. Ensures company, regulatory and client requirements are followed. Collaborates and approves changes involving technical and facility issues impacting the program or contract. Motivates, hires, trains, evaluates and coaches professional, technical and support staff to meet optimal performance. Uses quality improvement techniques to research and make recommendations for streamlining processes ensuring changes meet quality and efficiency standards.

Director
Minimum Education/Certification Level: Bachelors
Minimum Years of Experience: 5
<p>Description:</p> <p>Responsible for directing all aspects of programs/contracts including development and implementation. It is the ultimate responsibility of the director to ensure quality work is completed on all aspects of every project undertaken. Directors hire, train, motivate, coach, and evaluate performance. They monitor all processes to ensure compliance with requirements, on time and accurate completion, and adherence to security requirements.</p>
Manager
Minimum Education/Certification Level: Bachelors
Minimum Years of Experience: 3
<p>Description:</p> <p>Responsible for overseeing specific contracts/programs operations and maintenance. Ensuring multiple projects are completed accurately, timely, and to the customer's satisfaction, they assign the correct team members and provide oversight to the completion of the task. They provide technical guidance and training to staff related to the contract/program operations.</p>
Analyst
Minimum Education/Certification Level: Bachelors
Minimum Years of Experience: 1
<p>Description:</p> <p>Leads the planning, designing, and coordinating implementation of optimal analytical reporting methods for specified health care analysis activities and projects. Responsible for developing optimal methodologies for presenting the results of the analysis.</p>

EHR Advisor
Minimum Education/Certification Level: Bachelors
Minimum Years of Experience: 3
<p>Description: Develops a business case for the use of EHR systems in a variety of health care settings by researching best practices, analyzing a return on investment (ROI) and identifying specific areas of focus. Provides consultation to vendors and clients from pre-implementation through post-implementation project phases, including technical feedback on the use of EHR and recommendations for enhancement of workflow. Monitors progress of implementation with practices and vendors and serves as the key point of contact for issues management during the EHR process.</p> <p>Provides individualized practice facilitation services to a group of primary care physician office practices. Facilitation efforts focus on improving care processes in the assigned practices.</p>
Coordinator/Specialist
Minimum Education/Certification Level: Bachelors
Minimum Years of Experience: 3
<p>Description:</p> <p>Responsible for coordinating and monitoring the administration of special projects and contract deliverables. Gathers and clarifies pertinent information, facilitates the process of the project and ensures timely and accurate completion.</p> <p>Responsible for partnering with team members and coordination to develop and implement quality improvement and special project initiatives. Assists in the promoting of the initiatives to external customers.</p>

Quality Improvement Facilitator
Minimum Education/Certification Level: RN, LPN, RHIA or RHIT
Minimum Years of Experience: 3
<p>Description: Facilitates health care activities, project participation or review and implementation with physicians, providers and team members, ensuring plans, tasks and timelines meet requirements. Develops and maintains activity and/or project plans. Researches and gathers technical and clinical data to support activities and/or project initiatives. Performs analysis on the results of the data collection. Based on the outcome of the analysis, determines areas for improvement. Provides recommendations feedback to project participants. Assists in the development of project materials and intervention tools. Provides education on improvement methods and processes to providers and practitioners. Assists in the implementation of the methods and processes.</p>
Project Assistant
Minimum Education/Certification Level: Bachelors
Minimum Years of Experience: 2
<p>Description:</p> <p>Prepares documentation for meetings to support the project team and creates/updates and monitors timeliness of project plans for the project lead. Assists with writing and formatting project documents and technical papers. Coordinates project documentation from multiple sources. Communicates with internal/external customers. Other duties performed include support functions including scheduling meetings and conference calls, answering phones, and copying and distributing correspondence; coordinating schedules for project lead and team members; monitoring status of deliverables, data processing and reporting schedules; and ensuring files are up to date and accurate.</p>

Support Staff
Minimum Education/Certification Level: High School/GED
Minimum Years of Experience: 1
Description: Provides general office support. Receives and responds to inbound customer inquiries and performs outbound calls for the purpose of gathering data or providing information. Provides advanced support for the medical review process, including ensuring medical information is received, documented, maintained, and distributed to appropriate team members, in a confidential manner. Other duties performed include data entry, dealing with correspondence, filing, answering phones, and coordinating meetings.



www.telligen.com