Scholarship America, Inc.
7900 International Drive, Suite 500
Minneapolis, MN 55425
(P) 952-830-7396 (F) 507-931-9168
https://scholarshipamerica.org
Contract Administrator: Richard S Greene, rgreene@scholarshipamerica.org

Schedule Title: Multiple Award Schedule
Federal Supply Group: Professional Services

Contract Number: 47QRAA21D0058
Period Covered by Contract: 05/05/2021 to 05/04/2026
Business Size: Other than Small Business

On-line access to contract ordering information, terms and conditions, 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 go to the GSA Schedules page at GSA.gov.
CUSTOMER INFORMATION:

1. **Awarded Special Item Number(s):**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 4.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 5.

2. **Maximum Order:** $1,000,000

3. **Minimum Order:** $100

4. **Geographic Coverage:** Worldwide

5. **Point of Production:** N/A

6. **Prices Shown Herein are Net** (discount deducted)

7. **Quantity Discount:** None

8. **Prompt Payment Terms:** Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. **Foreign Items:** None

10. **Time of Delivery:** Scholarship America, Inc. shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

10b. **Expedited Delivery:** Consult with Contractor

10c. **Overnight/2-Day Delivery:** Consult with Contractor

10d. **Urgent Requirements:** Consult with Contractor

11. **FOB Point:** Destination
12a. **Ordering Address:** Partner Solutions  
ATTN: Eric Wilner  
One Scholarship Way  
Saint Peter, MN 56082  
(P) 507-931-8206 (F) 507-931-9168  
ewilner@scholarshipamerica.org

12b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment Address:** Finance  
ATTN: Accounts Payable  
One Scholarship Way  
Saint Peter, MN 56082  
(P) 507-931-0473 (F) 507-931-9168  
accountspayable@scholarshipamerica.org

14. **Warranty Provisions:** Contractor’s Standard Warranty

15. **Export Packing charges:** Not applicable

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

17. **Terms and conditions of installation:** Not applicable

18. **Terms and conditions of repair parts:** Not applicable

28a. **Terms and conditions for any other services:** Not applicable

19. **List of service and distribution points:** Not applicable

20. **List of participating dealers:** Not applicable

21. **Preventive maintenance:** Not applicable

22a. **Environmental attributes**, e.g., recycled content, energy efficiency, and/or reduced pollutants:  
Not applicable

22b. Scholarship America, Inc. for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov. Not applicable

23. **DUNS Number:** 131540817

24. Scholarship America, Inc. is registered in the System for Award Management (SAM) database.
<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>05/05/2021–05/04/2022</th>
<th>05/05/2022–05/04/2023</th>
<th>05/05/2023–05/04/2024</th>
<th>05/05/2024–05/04/2025</th>
<th>05/05/2025–05/04/2026</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Customer Service Rep</td>
<td>$36.30</td>
<td>$37.03</td>
<td>$37.77</td>
<td>$38.52</td>
<td>$39.29</td>
</tr>
<tr>
<td>541611</td>
<td>Evaluation Specialist</td>
<td>$38.42</td>
<td>$39.19</td>
<td>$39.97</td>
<td>$40.77</td>
<td>$41.59</td>
</tr>
<tr>
<td>541611</td>
<td>Program Assistant</td>
<td>$39.80</td>
<td>$40.60</td>
<td>$41.41</td>
<td>$42.24</td>
<td>$43.08</td>
</tr>
<tr>
<td>541611</td>
<td>Program Manager</td>
<td>$42.19</td>
<td>$43.03</td>
<td>$43.89</td>
<td>$44.77</td>
<td>$45.66</td>
</tr>
<tr>
<td>541611</td>
<td>Senior Manager</td>
<td>$51.36</td>
<td>$52.38</td>
<td>$53.43</td>
<td>$54.50</td>
<td>$55.59</td>
</tr>
<tr>
<td>541611</td>
<td>Support Staff</td>
<td>$34.81</td>
<td>$35.51</td>
<td>$36.22</td>
<td>$36.94</td>
<td>$37.68</td>
</tr>
<tr>
<td>541611</td>
<td>Web Content Specialist</td>
<td>$50.67</td>
<td>$51.68</td>
<td>$52.72</td>
<td>$53.77</td>
<td>$54.85</td>
</tr>
</tbody>
</table>
Labor Category Descriptions

Customer Service Rep

**Functional Responsibilities:** The Customer Service Rep provides direct customer service support for the programs we service by providing accurate and timely support to students, parents, recommenders, and counselors.

Essential job functions:

- Provide customer service through email, chat, and telephone.
- Interact with students, parents, high school and university officials, affiliates, and other constituents by providing accurate and timely program information and problem solving with a student-centered approach.
- Proactively collaborate with Program Managers (PMs) by providing program updates, suggestions, and feedback, and assisting with knowledgebase development.
- Ensure quality customer service by providing internal team updates throughout the program cycle, reducing the number of contacts escalated to the PM.
- Facilitate integrated disbursements by communicating with colleges and universities during the research, onboarding, and payment process.
- Escalate cases to the program manager as appropriate.
- Download and file student documents as directed by the PM.
- Communicate with team members and supervisor regarding individual program needs and coordinate work with peers to ensure service levels are met.
- Track customer contacts through applicable software.
- Test and provide feedback for program applications and student-facing software.

**Minimum Education:** High School

**Minimum Experience:** 2 years

Evaluation Specialist

**Functional Responsibilities:** The Evaluation Specialist provides review, analysis, and evaluation of incoming scholarship applications for our programs; ensuring applicants include valid documentation in their scholarship application, reviewing essays for subject content and grammatical mechanics, and updating software system to process application in workflow stream.

Essential job functions:

- Review scholarship applications for eligibility.
- Evaluate scholarship applications and academic transcripts using Scholarship America methodology according to specific program guidelines.
- Evaluate essays and financial data.
- Maintain program and work logs.
- Follow Scholarship America Quality Assurance (QA) guidelines.
- Use written and verbal communication skills to communicate effectively with internal customers.
Performs other duties and miscellaneous tasks as required.

**Minimum Education:** Associate’s

**Minimum Experience:** 2 years

**Program Assistant**

**Functional Responsibilities:** The Program Assistant provides quality scholarship program processing support to the Operations department through internal systems, reporting, and general administrative duties.

**Essential job functions:**

- Ensure quality, accuracy, and timeliness in support of Operations department activities.
- Assist with program set-up in the Scholarship America Student Hub.
- Assist with program set-up in the Partner Portal and upload reports as requested.
- Create letters, reports, spreadsheets, and documents using standard and customized software and systems for scholarship and tuition reimbursement programs.
- Create and send bulk email notifications using specialized software.
- Prepare program contracts, conclusion materials, and invoices.
- Maintain college data to facilitate individual and grouped payments.
- Prepare award payments and reports.
- Assist in researching and resolving payment questions from internal staff or college representatives.
- Provide backup to Switchboard Coordinator, as necessary, to include answering incoming calls and greeting guests.
- Provide backup to Customer Service Representatives in the Contact Center as necessary, to include answering incoming calls and emails.
- Use written and verbal communication skills to communicate effectively with internal customers.
- Process Tuition Reimbursement requests as assigned.
- Perform other duties and miscellaneous tasks as required.

**Minimum Education:** Associate’s

**Minimum Experience:** 1 year

**Program Manager**

**Functional Responsibilities:** The PM position contributes to our mission by effectively managing a portfolio of scholarship and/or tuition assistance programs through the operational cycle. This role will work with client partners to guide them through their program cycle, including client contract approval, student application, evaluation, selection, notification, college payment, and reporting. The position consults with program sponsors on Scholarship America best practices and evaluation of student outcomes against their program goals. The PM also works with cross-functional internal teams that support program delivery and assists students, parents, and school officials, as well as fellow team members.
Essential job functions:

- Proactively foster the partner relationship ensuring partners are kept up to date and aware of
  the program status, provide suggestions and guidance as needed in a verbal and/or written
  format.
- Responsible for the accurate completion of all processes required of the scholarship and/or
  tuition assistance program, using multiple customized and standard operating systems.
- Provide insights and suggestions to partner contacts to ensure all requirements are met in order
  to maximize program impact and student participation.
- Share knowledge of business processes and procedural changes with team members,
  contributing to a positive, team-based culture.
- Maintain detailed student and financial records, determine eligibility, and oversee award
  payments for students, ensuring contract requirements are accurately fulfilled.
- Use professional written and verbal communication skills to communicate effectively with
  clients, students, parents, recommenders, and schools.
- Support and drive organizational change by providing input to increase efficiencies and improve
  technology.
- Complete individual tasks on time, resolving issues associated with program management and
  QA, problem-solving as needed, to satisfy constituents.
- Understand and manage the review and evaluation process and participate in granting awards.
- Responsible for updating and communicating program details to include: contract and calendar,
  application processing and evaluation, allocation and distribution of awards, and preparation of
  reports.
- Collaborate with other areas of the organization to meet program needs.
- Invoice and maintain financial accounts for assigned programs, providing assistance with
  financial reporting, and balancing.

Minimum Education: Associate’s

Minimum Experience: 2 years

Senior Manager

Functional Responsibilities: The Senior Manager provides leadership and supervision within the
Operations department by coordinating operations and managing personnel.

Essential job functions include:

- Supervise a team of PMs by overseeing their essential job duties while providing leadership to
  team members through encouragement, motivation, and support resulting in a productive team
  environment.
- Mentor and train new and existing staff by providing support and guidance on an individual
  basis.
- Facilitate and encourage professional development of staff through the assignment of programs
  to promote continuous growth.
- Manage and address personnel issues within the team.
- Conduct ongoing performance discussions and promote professional growth within the
  organization.
• Coordinate workloads within the team and department to ensure staffing is available to meet program deliverables.
• Ensure QA measures are in place for the department and adhered to consistently by team members.
• Assess program processes within the team and department.
• Provide oversight for the administration of all programs assigned to the team.
• Develop procedures and reports to address the needs of non-standard programs.

Minimum Education: Bachelor's

Minimum Experience: 2 years

Support Staff

Functional Responsibilities: The Support Staff provides general office support to the scholarship program administration team.

Essential job functions include:

• Opening, sorting, and processing incoming and outgoing mail.
• Photocopying.
• Scanning and collating documents using Adobe Pro.
• Operating a variety of software and office equipment.
• Printing, proofing, and filing documents.
• General data entry into multiple platforms and systems.
• Ability to work quickly, accurately, and efficiently with direction from multiple project assignment contacts on a variety of tasks.
• Performs other duties and miscellaneous tasks as required.

Minimum Education: High School

Minimum Experience: 1 year

Web Content Specialist

Functional Responsibilities: The Web Content Specialist is responsible for the overall management of the Operations function including team leadership, design, and implementation of workflow processes, service delivery to clients, constituents and students, QA, legal and contractual compliance, revenue retention, and staff management and development.

Essential job functions include:

• Evaluate program requirements and translate for processing.
• Analyze program addendum and determine how to program eligibility, threshold, scoring, and matching.
• Prepare and stage edited material and metadata in the Content Management System (CMS), ensuring the material is complete and reviewed. Duties include maintaining data field definitions, developing custom expressions, coding using HTML and CSS, FTPing files, inserting images and files, testing, and validating.
Design and edit digital assets for incorporation into pages using Photoshop.
Develop content pages using HTML and CSS coding, inserting images and files, and writing content assuring accuracy of communication and appropriate grammar and style.
Coordinate with appropriate staff and client for accuracy.
Ensure content and metadata follow digital best practices, such as for file structures, naming conventions, styling, metadata, titles, text, and images.
Perform QA testing.
Act as member of the Information Technology (IT) team to identify and make changes necessary to improve the usability of web products and define new products.
Conduct training to staff or clients.
Act as second level support for data requests, setup, program troubleshooting, and security questions.
Provide clear and concise communication to clients, staff, and management.
Manage multiple projects concurrently while meeting deadlines and helping management set priorities.

**Minimum Education:** Associate’s

**Minimum Experience:** 5 years

**Experience & Degree Substitution Equivalencies**
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>Doctorate</td>
<td>Master’s + 2 years relevant experience or Bachelor’s + 4 years or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
</tr>
</tbody>
</table>
Scholarship America, Inc. confirms the Service Contract Labor Standards (SCLS), formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. The prices for the cited SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

<table>
<thead>
<tr>
<th>SCLS Eligible Labor Category</th>
<th>SCLS Equivalent Code</th>
<th>SCLS Title</th>
<th>Wage Determination Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Rep</td>
<td>01042</td>
<td>Customer Service Representative II</td>
<td>2015-4950 Revision No. 11</td>
</tr>
<tr>
<td>Evaluation Specialist</td>
<td>01112</td>
<td>General Clerk II</td>
<td>2015-4950 Revision No. 11</td>
</tr>
<tr>
<td>Program Assistant</td>
<td>01070</td>
<td>Document Preparation Clerk</td>
<td>2015-4950 Revision No. 11</td>
</tr>
<tr>
<td>Program Manager</td>
<td>01020</td>
<td>Administrative Assistant</td>
<td>2015-4950 Revision No. 11</td>
</tr>
<tr>
<td>Support Staff</td>
<td>01052</td>
<td>Data Entry Operator II</td>
<td>2015-4950 Revision No. 11</td>
</tr>
<tr>
<td>Web Content Specialist</td>
<td>13062</td>
<td>Media Specialist II</td>
<td>2015-4950 Revision No. 11</td>
</tr>
</tbody>
</table>