GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

MULTIPLE AWARD SCHEDULE
FSC GROUP MAS

CONTRACT NUMBER:
GS-23F-0030U

Windham Professionals, Inc.
380 Main Street
Salem, NH 03079
Phone: 800-969-0059 Fax: (888) 821-5404
Contract Administrator: Dave Lubets
Dave.Lubets@windhampros.com

PERIOD COVERED BY CONTRACT:
April 10, 2008 through April 9, 2023

Price List current through Modification PA-0042, effective October 1, 2020

Business Size:
Large Business

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

1a. Table of Awarded Special Item Numbers with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>561440</td>
<td>Debt Collection Services</td>
</tr>
<tr>
<td>522310</td>
<td>Financial Advising, Loan Servicing &amp; Asset 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. 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. See Below.

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. See Below.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic only

5. Point(s) of production (city, county, and state or foreign country): Same as company address

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: None

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

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Accepted

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Not Accepted

10. Foreign items (list items by country of origin): None

11a. Time of Delivery (Contractor insert number of days): 10 Days from date of award (services only)
11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery: Contact Contractor

12. F.O.B Points: Destination

13a. Ordering Address: Same as Contractor

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:
   Windham Professionals
   380 Main Street
   Salem, New Hampshire 03079
   Ph: 888-241-8262
   Fax: 888-318-9907

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

16. Export Packing Charges (if applicable): N/A

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

18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/

25. Data Universal Numbering System (DUNS) number: 121006738

26. Notification regarding registration in System of Award (SAM) database: Registered (CAGE Code: 4KQ72)

SCLS Statement
The Service Contract Labor Standards (SCLS) is applicable to this contract and as it applies to the entire Multiple Award Schedule (MAS) contract and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29CFR 5413.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the Contractor adds SCLS labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.
# Windham's GSA 561440 Price List

## Administrative Resolution
*Administrative Resolutions - Flat Fee: Bankruptcy, Incarceration, Deaths, Disabilities, Forced ICRP, Litigations, Programmatic Cancelations*

<table>
<thead>
<tr>
<th>Per Administrative Resolution</th>
<th>$151.13</th>
</tr>
</thead>
</table>

## Administrative Wage Garnishment
*Administrative Wage Garnishment – Contingency Fee*

<table>
<thead>
<tr>
<th>Per amount Collected</th>
<th>25%</th>
</tr>
</thead>
</table>

## Consolidation
*Consolidation – Contingency Fee: Percentage of Amount Collected through Consolidation*

<table>
<thead>
<tr>
<th>Per amount Collected</th>
<th>15%</th>
</tr>
</thead>
</table>

## Rehabilitation
*Rehabilitation - Contingency Fee: Percentage of Amount Collected through Rehabilitation*

<table>
<thead>
<tr>
<th>Per amount Collected</th>
<th>16%</th>
</tr>
</thead>
</table>

## Standard Collection Fee for Student Loan and Tax Debt
*Standard Collection Fee for Student Loan and Tax Debt - Contingency Fee: Percentage of Amount Collected through Standard Collections*

<table>
<thead>
<tr>
<th>Per amount Collected</th>
<th>25%</th>
</tr>
</thead>
</table>

## Standard Collection Fee for Non-Tax / Non-Student Loan Debt
*Standard Collection Fee for Non-Tax / Non-Student Loan Debt - Contingency Fee: Percentage of Amount Collected through Standard Collections*

<table>
<thead>
<tr>
<th>Per amount Collected</th>
<th>25%</th>
</tr>
</thead>
</table>

## Standard Rehabilitation Flat Fee for Student Loan Debt
*Standard Rehabilitation Flat Fee for Student Loan Debt – Flat Fee: Amount for account resolution through Loan Rehabilitation.*

<table>
<thead>
<tr>
<th>Per account</th>
<th>$1,722.92</th>
</tr>
</thead>
</table>
WINDHAM'S GSA 522310 PRICE LIST

Pre/Post Asset Servicing w/ Labor
Servicing, monitoring and maintaining loan assets, remittance processing, verify and update borrower data, issue forms and correspondence, process loan cancellations and consolidations, billing services, and credit bureau reporting. Must be purchased with labor category.

<table>
<thead>
<tr>
<th>Per Call</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.84</td>
</tr>
</tbody>
</table>

Pre/Post Asset Servicing w/o Labor
Servicing, monitoring and maintaining loan assets, remittance processing, verify and update borrower data, issue forms and correspondence, process loan cancellations and consolidations, billing services, and credit bureau reporting. No labor category purchase needed.

<table>
<thead>
<tr>
<th>Per Call</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$3.55</td>
</tr>
</tbody>
</table>
Labor Category Descriptions

Transaction Specialist
Minimum Education Level: High School Diploma or GED
Years of Relevant Experience: 1
Functional Responsibilities:
• Provides support to end users on a variety of issues.
• Identifies, researches, and resolves technical and non-technical problems.
• Responds to telephone calls, email and a wide variety of requests in support of monitoring and maintaining asset database.
• Documents, tracks, and monitors account interactions/updates.
• Advises and assists users in problem-solving activities using information center tools.
• Maintains an updated, accurate list of project’s inventory/assets.
• Assists in the overall execution of strategies and plan set forth by senior management.

<table>
<thead>
<tr>
<th>Per Hour</th>
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<tbody>
<tr>
<td>$82.45</td>
</tr>
</tbody>
</table>

Senior Manager
Minimum Education Level: Bachelor’s Degree
Years of Relevant Experience: 3 years
Functional Responsibilities:
• Provides supervision, management and technical assistance to staff.
• Interfaces with the Government Oversight Manager, as applicable.
• Ensures compliance with instructions from the Government Oversight Manager per terms of the Agreement.
• Prepares long and short-range plans for production activities and necessary support resources.
• Responsible for performing a range of tasks requiring the application of experience and judgment in relation to said project.
• Leads team on large projects or significant segments thereof.
• Analyzes new and complex project related problems and suggests innovative solutions.

<table>
<thead>
<tr>
<th>Per Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>$120.48</td>
</tr>
</tbody>
</table>

Education/Experience Substitutions

<table>
<thead>
<tr>
<th>3 years if additional relevant experience</th>
<th>Equals</th>
<th>Bachelor’s Degree</th>
</tr>
</thead>
</table>