

PROJECT CHANGE REQUEST

Customer Name	PHEAA	PHEAA Project Sponsor	Stephanie Martella
Project Name	Document Intake and Records Management New Location and System	PHEAA Project Manager	Ashley Oxenrider
Contract Number	ME17-076-003	DATAMARK Delivery Executive	Matt Lochausen
PCR ID	001	DATAMARK Project Manager	Joseph Eidson
Request Date	01/28/2021	Requested By	DATAMARK
Estimated Start Date	12/14/2020	Estimated End Date	7/23/2023

1. PCR ID and Title

PCR 001 to SOW #3, Document Intake and Records Management New Location and System

2. SOW Updates to the Scope of Work

PHEAA and DATAMARK agree to modify the PHEAA /DATAMARK Statement of Work 3 Document Intake and Records Management New Location and System. This PCR-001 to the SOW is incorporated into and governed by the terms and conditions set forth in the Master Services Agreement, as amended ("Master Agreement") entered into between the parties ME 17-076 dated July 17, 2018. All other terms in the referenced SOW not affected by this PCR remain in full force and effect.

This PCR makes changes to the below:

3. Deliverables

Changes to SOW #3 Deliverables in this PCR are as follows:

This PCR changes and updates Attachment 8 – Service Level Agreement Table 1 ("Service Level Agreement") created under ME17-076-003 (The "SOW"), as follows:

- a. Removes and replaces Table 1 – Service Levels from Attachment 8
- b. Adjusts one pick-up time from the PHEAA Home Office to reflect 11:00 a.m. ET
- c. Adjusts one pick-up time from PHEAA Home Office to USPS pick up at 3:30 a.m. ET,
- d. Changes five (5) pick-ups from PHEAA Home Office to USPS direct pick up at 5:30 a.m. ET,
- e. Becomes a part of the Attachment to the SOW after signatures of both Party representatives are affixed hereto, and
- f. Does not relieve either party of, or change, MSA or SOW requirements unless explicitly indicated herein.

Table 1 – Service Levels

Contractor shall comply with the following SLAs:

Work Type	Receipt Method	Receipt Time	SLA
AES Commercial Servicing (Workflow)			
Commercial Servicing (PO Box 2461)	USPS Pickup	5:30 am	1 day
Graduate Services (PO Box 2461)	USPS Pickup	5:30 am	1 day
Loan Origination (PO Box 2465)	USPS Pickup	5:30 am	1 day
Network Consolidation (PO Box 2165)	USPS Pickup	5:30 am	1 day
Commercial Adjustments (PO Box 8139)	USPS Pickup	3:30 am	1 day
Guarantor Insurer Relations DDB (PO Box 8183)	USPS Pickup	5:30 am	1 day
Commercial Servicing Faxes/Uploads	Electronic	Date Stamp	1 day
Loan Origination Faxes	Electronic	Date Stamp	1 day
AES Credit Disputes	USPS Pickup	5:30 am	1 day
FedLoan Servicing (Workflow)			
FedLoan Servicing Correspondence (PO Box 69184)	USPS Pickup	3:30 am	1 day
FedLoan Servicing VIP Correspondence (PO Box 1845)	PHEAA Home Office Pickup	11:00 am	1 day
Federal Adjustments (PO Box 3661)	PHEAA Home Office Pickup	11:00am	1 day
FedLoan Servicing DDB	USPS Pickup	3:30 am	1 day
FedLoan Servicing Faxes/Uploads	Electronic	Date Stamp	1 day
FedLoan Servicing Credit Disputes (PO Box 60610)	USPS Pickup	5:30 am	1 day
Direct Loan Consolidation (PO Box 69186)	USPS Pickup	3:30 am	1 day
Public Service (Workflow)			
Grant Status Forms (PO Box 8157)	USPS Pickup	3:30 am	6 hours
Grant Correspondence	USPS Pickup	3:30 am	6 hours

mj

Grant Faxes	Electronic	Date Stamp	1 day
PHEAA Loan Asset Management			
PHEAA Loan Asset Mgmt Corr (PO Box 8147)	USPS Pickup	5:30 am	1 day
PHEAA DDB Correspondence	USPS Pickup	3:30 am	1 day
PHEAA Credit Disputes (PO Box 61017)	USPS Pickup	5:30 am	1 day
AES Commercial Servicing (Archive)			
Commercial Servicing	PHEAA Home Office Pickup	11:00 am	7 days
Graduate Services	PHEAA Home Office Pickup	11:00 am	7 days
Guarantor Insurer Relations	PHEAA Home Office Pickup	11:00 am	7 days
Conversions	PHEAA Home Office Pickup	11:00 am	15 days
Loan Originations	PHEAA Home Office Pickup	11:00 am	15 days
Network Consolidation	PHEAA Home Office Pickup	11:00 am	15 days
Commercial Adjustments	PHEAA Home Office Pickup	11:00 am	15 days
FedLoan Servicing (Archive)			
FedLoan Servicing Correspondence	PHEAA Home Office Pickup	11:00 am	7 days
FedLoan Servicing DDB	PHEAA Home Office Pickup	11:00 am	7 days
FedLoan Servicing Conversions	PHEAA Home Office Pickup	11:00 am	10 days
Direct Loan Consolidation	PHEAA Home Office Pickup	11:00 am	15 days
Public Service (Archive)			
Grant Correspondence	PHEAA Home Office Pickup	11:00 am	3 days
Undeliverable			
Commercial Servicing Undeliverable Mail	USPS Pickup	5:30 am	3 days
FedLoan Servicing Undeliverable Mail	USPS Pickup	3:30 am	3 days

mj

PHEAA Undeliverable Mail	USPS Pickup	5:30 am	3 days
Specialized			
Claims	PHEAA Home Office Pickup	11:00 am	4 hours
Certified (all)	PHEAA Home Office Pickup	11:00 am	same day
DDB Faxes	Electronic	Date Stamp	1 days

4. Charges

There will be no cost to PHEAA for these changes. The cost to update PO Boxes 60610, 61047, and 61017 to Caller Service is approximately \$3,930 per year, to be paid by DATAMARK, either directly or by reimbursement to PHEAA. USPS rates are subject to change, DATAMARK will ensure proper compensation is provided to PHEAA for the above-referenced costs and related changes to USPS rates. Reimbursement of this expense will be provided annually to cover the cost of this change.

Signatures appear on following page.

mj

5. Terms and Authorization

Signature below by an authorized PHEAA representative and approval as to form and legality by PHEAA Legal Counsel indicates acceptance by PHEAA of this PCR 001 to the SOW #3, as amended, for the PHEAA – DATAMARK Statement of Work for Document Intake and Records Management New Location and System (ME#17-076-003). PHEAA and DATAMARK agree that the complete agreement between us about these Services consists of: 1) the referenced Statement of Work; 2) this PCR-001; and 3) all other SOWs and the terms and conditions of the Master Agreement, as amended (ME#17-076), between PHEAA and DATAMARK.

Agreed to:	Agreed to:
Pennsylvania Higher Education Assistance Agency 1200 North Seventh Street Harrisburg, PA 17102 Federal Tax ID: 23-1693362	DATAMARK, Inc. 123 West Mills Avenue, Suite 400 El Paso, TX 79901 Federal Tax ID: 74-2559595
By (Authorized Signature): <i>/s/ Kathleen Witten</i>	By (Authorized Signature): <i>Matt Loehausen</i>
Name (type or print): Kathleen Witten	Name (type or print): Matt Loehausen
Approved as to form and legality <i>Coray Detar</i> PHEAA Legal Counsel	