



**GENERAL SERVICES ADMINISTRATION
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.**

[HTTP://WWW.GSAADVANTAGE.GOV/](http://www.gsaadvantage.gov/)

FINANCIAL AND BUSINESS SOLUTIONS (FABS)

SCHEDULE 520

**CONTRACT NO. GS 23F 0229P
FOR MORE INFORMATION ON ORDERING FROM FEDERAL SUPPLY
SCHEDULES CLICK ON THE FSS SCHEDULES BUTTON AT
[HTTP://WWW.FSS.GSA.GOV/](http://www.fss.gsa.gov/)**

**CONTRACT PERIOD
APRIL 28, 2004 APRIL 29, 2009
(With three 5 year options)**

AllianceOne Receivables Management Inc.

**Rosendo Guerrero, Executive Assistant
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Large Business

www.allianceoneinc.com

Prices shown herein are net (discount deducted)

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EXECUTIVE SUMMARY

Company History

AllianceOne was established March 5, 1999 through the acquisition and integration of five previously unrelated firms and a major financial partner. AllianceOne's oldest legacy company has been in continuous operations since the early 1900's. AllianceOne has evolved into a unique collections and accounts receivables outsourcing corporation specializing in four primary market verticals (government, healthcare, financial and enterprise). AllianceOne continues to grow exponentially and is now among the largest accounts receivable outsourcing vendors in the United States.

Differentiators

1. **Scalability** - AllianceOne has more than 2,400 collectors and has the resources and office space to increase staff size immediately. AllianceOne's flexible integrated infrastructure facilitates the rapid loading and processing of the most complicated portfolios. AllianceOne's national and international capabilities and resources allow us to react quickly and effectively to meet our clients' current and future requirements.
2. **Cost-efficient Program Options** - By utilizing proprietary and internally developed technologies AllianceOne is able to maximize cost effective operations and pass related savings to our clients.
3. **Efficient Management of Resources** - AllianceOne has assembled a highly skilled and professional team with concentrated collection experience in four primary market verticals (government, healthcare, financial and enterprise). AllianceOne has developed specific centers of excellence dedicated to serving the needs of each industry segment. AllianceOne's government division is dedicated to working with public sector clientele and delivering solutions engineered specifically towards solving the unique intricacies associated with recovering public funds.
4. **Government Services Division** - AllianceOne's Government Services Division currently provides collection and receivables outsourcing services to over 500 clients on the municipal, city, county and state levels.

5. **Quality Control** - AllianceOne employs an internal monitoring/audit team charged with the continual review of services and compliance with applicable legislation to ensure all services provided are meeting and exceeding contractual requirements along with strict conformity to laws governing the collection industry. The collection management team continually reviews contract performance to improve service and recovery results for our clients.

AllianceOne remains dedicated to providing our clients with proven cost effective service offerings to fulfill each requirement while maintaining optimum quality control through the implementation of leading edge technology supporting the best trained personnel. AllianceOne's goal is to ensure the ultimate in client satisfaction.

Facilities

AllianceOne currently has fifteen (15) full service office sites. AllianceOne's wholly owned office breakdown includes the following:

- ▶▶ 10 call centers/support sites throughout the United States
- ▶▶ 3 call centers/support sites throughout Canada
- ▶▶ 1 off-shore facility in Montego Bay, Jamaica
- ▶▶ 1 corporate headquarters in Exton, PA with a centralized payment processing facility

AllianceOne has the ability to provide collection services throughout all 50 of the United States, Canada, and other international jurisdictions. A listing of AllianceOne office locations appears below.

Corporate Headquarters

Exton, Pennsylvania

Full Service U.S. Office Locations:

Gig Harbor, Washington—*Government Services Division Headquarters*

Trevose, Pennsylvania

Maumee, Ohio

Anderson, Indiana

Phoenix, Arizona

San Diego, California

Miami, Florida

Fort Myers, Florida

Eagan, MN

Mendota Heights, MN

AllianceOne Ltd. (wholly owned Canadian subsidiary)

Toronto, ON

Montreal, Quebec

St. John's, Newfoundland

Off-Shore Site

Jamaica

Technological Support

Columbia Ultimate Collection Software System

AllianceOne works to maintain its position as an industry leader in technology and has obtained a computer system capable of the most advanced processing. AllianceOne utilizes Columbia Ultimate (fka: Columbia Ultimate Business Systems CUBS) software. Columbia Ultimate is considered the state-of-the-art collection software, which includes maintenance of account placements, all collection activity, compiles recovery statistics, unlimited report customization, and has the ability to bill and track an unlimited number of debtors per account.

The Columbia Ultimate Collection System is a complex, fully functional, integrated collection program currently in use by over 600 collection agencies, utilities and local government agencies. The Columbia Ultimate program provides an audit trail in the memo notes of each account of all attempted and actual debtor contacts by staff, both written and oral. A memo note line is created each time the account is changed or updated, displaying the initials of anyone working the account as well as the date and time of the contact or attempted contact. In addition, system generated changes are also memorialized in the memo field (i.e. time driven letter generation).

AllianceOne offers a wide variety of data communication services along with tailored reporting to meet the exact needs of each client.

Some of the advantages of the AllianceOne system include, but are not limited to:

1. Multi-level security facilities	2. Online payment posting
3. Complete legal system	4. User-defined parameters
5. Programmable work standards	6. User-defined windows
7. Flexible reporting capabilities	

System Features:

Some primary functions of the AllianceOne collection system include the following operational characteristics:

1. Maintains and supports all collection functions through electronic processing of the comprehensive data contained in client records.	2. Generates a variety of correspondence and collection notices.	3. Facilitates the production of supervisory and management tasks and reports.
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4. Supports the processing of new account placements from various media including hard copy, tape, e-mail, FTP and EFT and additional electronic transfer methods.	5. Provides the ability to assign accounts to operational groups in the most efficient manner, based on the type of account, client needs, and other determining factors.	6. Provides comprehensive audit capabilities and detailed reports.
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CUSTOMER INFORMATION

Federal Supply Schedule Price List

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).**

SIN 520-4 Debt Collection Services

- 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.**

Fee for services (Prices herein are net discount deducted)

Contingency Collections	<\$5,000 = 23% of gross dollars collected \$5,001 - \$10,000 = 22% of gross dollars collected >\$10,000 = 21% of gross dollars collected
Administrative Wage Garnishment	\$0-\$10,000 = 22% of gross dollars collected >\$10,000 = 21% of gross dollars collected
Administrative Resolutions Processing Fee	\$100.00 per approved package
Stand alone letter service	\$0.63 per letter
Litigation Processing Fee	\$120.00 per approved package
Loan Consolidation	12% of gross dollars consolidated

- 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.**

N/A

- 2. Maximum order.**

\$1,000,000

- 3. Minimum order.**

\$300

- 4. Geographic coverage (delivery area).**

Domestic and Overseas.

- 5. Point(s) of production (city, county, and State or foreign country).**

Services performed from:

Corporate Headquarters

717 Constitution Drive, Suite 202
Exton, PA 19341
(484) 531-5000

Government Services Division HQ

6565 Kimball Drive, Suite 200
Gig Harbor, WA 98335
(800) 456-8838

Phoenix, Arizona

3550 North Central Ave , Suite 1402
Phoenix, AZ 85012
(602) 264-5923

San Diego, California

8755 Aero Drive, Suite 100
San Diego, CA 92123
(858) 712-6586

Jamaica

Montego Bay, Jamaica
Montego Bay Free Zone
(877) 517-6111

Trevese, Pennsylvania

4850 Street Road, Level C
Trevese, PA 19053
(215) 354-5500

Maumee, Ohio

1684 Woodlands Dr, Ste 150
Maumee, OH 43537
(419) 740-6400

Anderson, Indiana

7311 Quality Circle Drive
Anderson, IN 46013
(765) 640-0403

Miami, Florida

4960 SW 72nd Ave
Miami, FL 33156
(305) 665-5020

Fort Myers, Florida

3880 Colonial Blvd, Ste 100
Fort Myers, FL 33912-1013
(941) 337-3565

Mendota Heights, MN

1160 Centre Pointe Dr, Ste 1
Mendota Hts, MN 55120
(800) 858-4126

Eagan, Minnesota

930 Blue Gentian Road, Ste 175
Eagan, MN 55121
(800) 858-4126

AllianceOne Ltd.

(wholly owned Canadian subsidiary)

1979 Leslie Street
Toronto, ON M3B 2M3

Montreal, Quebec, H3L 2E2
(514) 858-6266

13-15 Duffy Place
St. John's, Newfoundland
(709) 753-8316

6. Discount from list prices or statement of net price.

Additional discounts may be provided based upon task order target price requirements.

7. Quantity discounts.

N/A

8. Prompt payment terms.

N/A

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

Yes.

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

Yes.

- 10. Foreign items (list items by country of origin).**

N/A

- 11a. Time of delivery. (Contractor insert number of days.)**

Delivery service time will vary dependant upon type and scope of services being performed.

- 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 lists that have expedited delivery.**

N/A

- 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.**

N/A

- 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.**

N/A

- 12. F.O.B. point(s).**

Destination

- 13a. Ordering address(es).**

*AllianceOne Receivables Management, Inc.
Robin Fischer, Marketing Assistant
6565 Kimball Drive, Suite 200
Gig Harbor, WA 98335
robin.fischer@allianceoneinc.com*

- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA s), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules). Contactor is to simply include this statement as Item 13b.**

14. Payment address(es).

AllianceOne Receivables Management, Inc.
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15. Warranty provision.

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).

N/A

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. contractor s website or other location.) The EIT standards can be found at: www.Section508.gov/.
<http://www.encorermi.com/>
25. Data Universal Number System (DUNS) number.
09032890
26. Notification regarding registration in Central Contractor Registration (CCR) database.
Yes, AllianceOne Receivables Management Inc. has registered on the CCR database.

GS 23F 0229P
ALLIANCEONE RECEIVABLES MANAGEMENT, INC.
520-4 DEBT COLLECTION