Authorized Federal Supply Schedule Price List

General Services Administration
Federal Supply Service

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

Contract number:
47QRAA21D003L

Contract period:
3/18/2021 through 03/17/2026

Price list effective as of:
Modification PA-0003, dated 04/08/2021

Multiple Award Schedule — Category H (Debt Collection) — Professional Services

Contractor:
Capital Collection Management, LLC
318 S. Clinton St, Suite 400
Syracuse, NY 13202
Tel: 315.256.9744
Web: www.capitalcollect.com

Contract Administrator:
Jacob Corlyon
Chief Executive Officer
318 S. Clinton St, Suite 400
Syracuse, NY 13202
Tel: 315.256.9744
Jake@CapitalCollect.com

Business Size:
Small Business
Small Disadvantaged Business

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. The INTERNET address GSA Advantage® is: GSAAdvantage.gov.

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
CUSTOMER INFORMATION

1a. Table of awarded special item numbers (SINs): SIN 561440: Debt Collection Services

   SIN OLM: Order-Level Materials

1b. Lowest priced model number and price for each awarded SIN: See Attached Pricelist

1c. Hourly rates (Services only): See Attached Pricelist

2. Maximum order threshold: $1,000,000

3. Minimum order threshold: $100.00

4. Geographic coverage: 48 States, DC

5. Point(s) of production: 318 S. Clinton St, Suite 400. Syracuse, NY 13202

6. Discount from best market rate: GSA Net Prices can be found in Pricing Matrixes (below). Negotiated discounts have been applied and the Industrial Funding Fee has been added.

7. Quantity discount(s): 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.

9. Foreign items: None

10a. Time of delivery: To be Negotiated at the Task Order Level

10b. Expedited delivery: Contact Contractor if Available

10c. Overnight and 2-day delivery: Contact Contractor if Available

10d. Urgent requirements: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.

11. Fob point: Not Applicable

12a. Ordering address: Capital Collection Management, LLC, ATTN: Jacob Corlyon, 318 S. Clinton St., Suite 400, Syracuse, NY 13202

12b. 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.

13. Payment Address: Capital Collection Management, LLC, ATTN: Jacob Corlyon, 318 S. Clinton St., Suite 400, Syracuse, NY 13202

14. Warranty provision: Standard Commercial

15. Export packing charges: None

16. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable

17. Terms and conditions of installation (if applicable): Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if available): Not Applicable

18b. Terms and conditions for any other services (if applicable): Not Applicable

19. List of service and distribution points (if applicable): Not Applicable

20. List of participating dealers (if applicable): Not Applicable

21. Preventive maintenance (if applicable): Not Applicable

22a. Special attributes such as environmental attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

22b. Section 508 compliance for electronic and information technology (EIT): Not Applicable. The EIT standards can be found at: www.Section508.gov/

23. UNIQUE ENTITY IDENTIFIER (UEI) number: 073043132

24. Notification regarding registration in system for award management (SAM) database: Contractor has an active registration in the System for Award Management (SAM) database.
### APPENDIX A — PRICE LIST

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DESCRIPTION</th>
<th>GSA RATE W/IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Debt Collection</td>
<td>CCM engages with government entities to collect outstanding debt owed to the government as a third-party debt collection agency.</td>
<td>25.00%</td>
</tr>
<tr>
<td>Litigation Preparation Fee</td>
<td>Document preparation required by entity to engage in legal action for a particular type of debt.</td>
<td>$90.00/hour</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards is applicable to this contract as it applies to the entire Multiple Award Schedule 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 29 CRF 541.300), 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 the applicable WD number. Failure to do so may result in cancellation of the contract.

Looking forward to servicing your business

315.256.9744
Jake@CapitalCollect.com
capitalcollect.com
COMPANY OVERVIEW

Capital Collection Management (CCM) is an industry leader in first and third-party collections, debt purchasing, and litigation services. Founded in 2013, CCM responded to an undeniable and rapidly growing market need: to become a full-service collection partner who could work with empathy and professionalism to find true solutions and drive revenue back into your business.

Today, CCM is a trailblazer in the industry, licensed in all 50 states and serving clients across a variety of industries. We offer a suite of products that have been strategically developed to serve our clients throughout the collection lifecycle.

At CCM, we operate differently because we were designed differently. We have reinvented the formula for debt collections success, focusing on four key areas: compliance expertise, cutting-edge technology, taking a people-first approach, and protecting your brand. We set out to first understand the challenges you’re facing, and then develop effective, ethical, and compliant strategies that our team of experienced collection specialists execute on your behalf.

We achieve high standards of quality and an impeccable consumer complaint record by inspiring excellence in our employees, resulting in solutions and services that are unmatched across the industry.

QUALIFICATIONS & EXPERIENCE

CCM is dedicated to fostering community financial assistance, while earning the trust of our public and private partners across the United States. Our governance of ethics, risk, and compliance management allow us to service multiple industries with ease, delivering customized solutions to a diverse set of clients. Today, we manage a diversified portfolio that exceeds $3.9 billion.

Our experience to date in the private sector, scalable infrastructure, and exemplary customer service record has readied us to serve the Federal government. We understand the delicate balance required to collect from your customers, and are committed to providing the highest level of professionalism so you can be confident your customers are being treated with respect and consideration.
COMMITMENT TO COMPLIANCE

An unwavering commitment to compliance is the foundation of any good collection strategy. As a full-service collection partner licensed in all 50 states, CCM places the highest priority on adhering to all applicable laws and regulations in every consumer interaction.

All our account executives are IACC- and ACA-certified and FDCPA-trained to ensure that your customers are treated with the utmost professionalism. We supplement robust compliance oversight with technology, building compliance controls directly into our collection software to mitigate the risk of human error.

‘PEOPLE FIRST’ APPROACH

From day one, CCM has been reshaping the way consumers experience collections through compassionate, productive, and judgement-free conversations. Our solutions-oriented approach means we first seek to understand your customers, listening to their financial challenges, educating them on their options, and ultimately creating a solution that helps put them on the path to repayment.

We’re so dedicated to building true relationships that once an account is assigned, our account executives maintain that relationship for the duration of the repayment. For your customers, this means no hopping between reps, re-sharing uncomfortable or embarrassing details, or worrying that the person on the other end of the line won’t understand.

We also firmly believe in consumer education to not only help your customers repay their outstanding debt today, but set them up for financial success in the future. That’s why we’ve launched a free financial literacy and education platform that helps customers make informed decisions about their financial future. Courses cover personal finance, small business, elder fraud, and family shareables, all with the purpose of taking back control over your finances.
**BRAND PROTECTION**

We see protecting our clients’ brands as one of the key objectives when working with consumers. Happy consumers who are treated with empathy and professionalism are more inclined to work to repay their debts, as well as come out of a collection experience with renewed confidence in that brand.

Whether acting under your business’ name as a first-party extension or reaching out as a third-party, we see each interaction with your customers as an opportunity to make a great impression, and protect the good name your company has worked hard to build.

**CUTTING-EDGE TECHNOLOGY**

We harness the impactful power of technology in every interaction. Using advanced analytics and machine learning, CCM remains on the forefront of innovation, looking for new ways to boost performance and improve the collection experience for your customers. CCM’s platform also incorporates the rules and regulations across all 50 states, so you can have peace of mind knowing that our team is operating and engaging with your customers in a compliant manner.

Our customized collection platform is designed for flexibility, allowing us to build solutions that are tailored to the unique needs of our clients and their customers. Our technology also offers added convenience to your customers, providing them with a variety of ways to communicate along with hassle-free payment options. This allows us to meet your customers where they are, increasing their comfort level in working with us and ultimately a better experience with your brand.
STELLAR CONSUMER COMPLAINT RECORD

Our record speaks for itself. Out of a total 1,634,492 complaints in the Consumer Financial Protection Bureau, CCM has only had one complaint lodged against us in seven years.

WORKFORCE

CCM is based in the United States, with its headquarters in Syracuse, New York. We believe the success of our company starts by empowering our employees and providing them with the resources and opportunities to thrive. We operate as one true team, where our collaborative culture and strong corporate values allow us to provide a positive collection experience for every client and customer we work with.

CCM is proud to have received a number of accolades locally, nationally, and within the collection industry, including:

- **Ranked one of the Central New York Business Journal Best Places to Work**
- **Certified by Great Place to Work®, the global authority on workplace culture**
- **Recognized among the top workplaces in the country by InsideARM**

DATA PROTECTION

Protecting your brand is extremely important to us, and it goes beyond the positive experience we provide your customers. To ensure the confidentiality and protection of consumer and account information, CCM maintains tested and hardened internal controls, rigorous quality assurance, disaster recovery, and business continuity programs that exceed all debt collection standards.

We mitigate risk for our partners by carefully crafting processes that outline a controlled environment for Administrative, Data Backup, Information Security, and Technical and Physical controls. We fully understand the sensitive nature of debt collections and the added risk that accompanies handling consumer personal information.

Additionally, all data collected on consumers is stored in the U.S., which ensures the highest level of security throughout the entire collection process.

SCALABILITY

At CCM, our vision is clear: we prioritize the needs of our clients and the customers they serve. We’ve experienced tremendous growth since the launch of the company, and over the past 3 years we’ve experienced a 258% increase in revenue due to how quickly we’re able to scale our business. CCM has the capacity, personnel, security infrastructure, and financial bandwidth to meet the requirements of our clients.

Our team seeks first to understand your unique challenges and internal processes, and then work with you to develop an optimal, flexible solution with the highest level of security, compliance, and most of all, integrity. This insight—paired with our innovative technology—allows us to implement a solution quickly and anticipate future needs to scale with you as your capacity requirements shift.