Federal Supply Services
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. The INTERNET address GSA Advantage! is: GSAAdvantage.gov.

MAS Schedule Title: Multiple Award Schedule
Federal Supply Group: Professional Services
FSC Class: R705

Contract Number: GS-23F-0015U
Contract Period: February 14, 2008 through February 13, 2023
Price list current as of Modification #PS-A812 effective February 6, 2020

Immediate Credit Recovery, Inc.
6 Neptune Rd, Suite 110
Poughkeepsie, NY 12601
Telephone: 845-298-0700, Toll-Free 800-234-4271
Fax: 845-297-2226
Web Site: www.icrsolutions.net

Contract Administrator and Authorized Negotiator
Felipe Yanes
Telephone: 800-234-4271
Fax: 845-297-2226
Cell: 770-317-1676
Email: felipe.yanes@icrsolutions.com

Business Size: Other than Small Business

Price list current as of Modification #PO-0014 SF30 effective date of 08/13/2018

Prices Shown Herein are Net (discount deducted)

DESCRIPTION OF SERVICES

Immediate Credit Recovery, Inc. (ICR) is a national BPO company specializing in debt collections, customer care, and call center services. We serve a growing variety of industries including government, utility, consumer, higher education, medical, and more. ICR remains privately owned and is a large, certified minority-owned business.

ICR has a long-standing reputation as an exceptionally approachable and ethical firm. Our agents’ help customers understand their responsibilities and rights and guide them through the
payment process, encouraging healthy financial choices and long-term fiscal wellness every step of the way. This level of professionalism and care reflects your organization’s sterling reputation and adds incalculable value to a partnership with ICR.

ICR’s technology and resources help solve business process frustrations and create efficiencies at any point in the account life cycle. From origination, billing and payment processing, to first party or third-party outreach, entrance and exit interviews, grace period notifications, ICR support your whole account management process. Whether you need a custom-made solution or need to quickly implement a plug-and-play service, ICR guarantees a perfect fit and outstanding results.

In 2020, ICR celebrated 30 years in business and are proud to employ 600+ outstanding individuals in three (3) call centers situated in the Eastern and Central time zones. Our call center in Kennesaw, Georgia launched in 2009 and, in 2017, ICR acquired the San Angelo, Texas call center.

CUSTOMER INFORMATION

Table of Content to cross-reference into Contract Number GS-23F-0015U

- Contingency Fee
- Collections
- Rehabilitations
- Consolidations
- Administrative Resolutions

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

561440 Debt Collection Services

OLM Order Level Materials (OLM)

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 concessions 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.

PRICING

Fee for services (Prices herein are Net deducted)

A. Contingency Fee Basis

| Regular Collections including AWG Direct | 24% |
| Regular Collections including AWG Non-Direct | 24% |

3/17/2021
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consolidation Direct</td>
<td>7.5%</td>
</tr>
<tr>
<td>Consolidation Non-Direct</td>
<td>7.5%</td>
</tr>
<tr>
<td>Rehabilitation Direct</td>
<td>13.5%</td>
</tr>
<tr>
<td>Rehabilitation Non-Direct</td>
<td>15%</td>
</tr>
</tbody>
</table>

**B. Administrative Resolution**

Administrative Resolutions (Death, TPD, Incarceration)

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/13/19</td>
<td>$100.00</td>
</tr>
<tr>
<td>02/13/20</td>
<td>$103.00</td>
</tr>
<tr>
<td>2/13/21</td>
<td>$106.09</td>
</tr>
<tr>
<td>2/13/22</td>
<td>$109.27</td>
</tr>
<tr>
<td>2/13/23</td>
<td>$112.55</td>
</tr>
</tbody>
</table>

1c. **If the Contractor is proposing hourly rates, a description of all corresponding commercial jobs 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.**

Not Applicable

2. **Maximum order.**

$1,000,000

3. **Minimum order.**

$100

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

Domestic

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

City: Poughkeepsie  
County: Dutchess  
State: NY

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

Government Net Prices (discounts already deducted.)

7. **Quantity discounts.**

Not Applicable

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 (list items by country of origin).**

    Not Applicable

10a. **Time of delivery.** (Contractor insert number of days.)

    30 days

10b. **Expedited Delivery.**

    “Items available for expedited delivery are noted in this price list.”

10c. **Overnight and 2-day delivery.**

    Not Applicable

10d. **Urgent Requirements.**

    Not Applicable

11. **F.O.B. point(s).**

    Destination

12. **Ordering address(es).**

    Immediate Credit Recovery, Inc.
    6 Neptune Rd, Suite 110
    Poughkeepsie, NY 12601

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(es).**

    Immediate Credit Recovery, Inc.
    6 Neptune Rd, Suite 110
    Poughkeepsie, NY 12601

14. **Warranty provision.**

    Not Applicable

15. **Export packing charges, if applicable.**
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 applicable).
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. 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.
Not Applicable

23. Data Universal Number System (DUNS) number.
79-227-4128
24. Notification regarding registration in System for Award Management (SAM) database

Active Registrant through 01/12/2022