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GLOBAL RECOVERY GROUP, LLC  
International Recovery Professionals

## GENERAL SERVICES ADMINISTRATION

### Federal Acquisition Service *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 for GSA *Advantage!* is: <http://www.GSAAdvantage.gov>.

**Schedule for - Consolidated  
Federal Supply Group: CORP Class:  
Contract Number: GS23F0026U**

**For more information on ordering from Federal Supply Schedules  
click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>  
Contract Period: April 9, 2013 to April 8, 2018**

**Contractor Name:** Global Recovery Group, LLC  
1886 Metro Center Drive, Suite 220  
Reston, VA 20190

**Web Site:** [www.globalrecoverygroup.com](http://www.globalrecoverygroup.com)

**Business size:** Small

**Primary Point of Contact:**

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**Contract Administrator**

Ida Tossounian, Controller  
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## CUSTOMER INFORMATION

- 1a. Awarded SINs:** 520-4, Debt Collections
- 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:** 25% maximum
- 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:** Not applicable
- 2. Maximum Order:** \$1,000,000.00
- 3. Minimum Order:** \$100.00
- 4. Geographic coverage (delivery area):** Domestic and Overseas
- 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:** To be negotiated at the task order level
- 7. Quantity discounts:** None Offered
- 8. Prompt payment terms:** Net 30 days
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:**
- 10. Foreign items (list items by country of origin):** None

## CUSTOMER INFORMATION (cont'd.)

- 11a. Time of delivery (Contractor insert number of days):** Specified on the Task Order
- 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 are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Not Applicable
- 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: Contact Contractor
- 12. F.O.B. Point(s):** Destination
- 13a. Ordering Address(es):** Same as Contractor
- 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](http://fss.gsa.gov/schedules)).
- 14. Payment Address(es):** Same as company address
- 15. Warranty provision:** Contractor's standard commercial warranty
- 16. Export Packing Charges (if applicable):** Not applicable
- 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):** Not applicable
- 19. Terms and conditions of installation (if applicable):** Not applicable

## CUSTOMER INFORMATION (cont'd.)

- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** Not applicable
- 20a. Terms and conditions for any other services (if applicable):** Not applicable
- 21. List of service and distribution points (if applicable):** Not applicable
- 22. List of participating dealers (if applicable):** Not applicable
- 23. Preventative maintenance (if applicable):** Not applicable
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** Not applicable
- 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/](http://www.Section508.gov/).
- 25. Data Universal Number System (DUNS) number:** 143332687
- 26. Notification regarding registration in SAM.gov database:** Registered

## Schedule 520 – FABS Financial and Business Solutions

### 520-4 – Debt Collection Services

#### **Legal and Compliance**

- Adherence to stringent confidentiality, non-disclosure procedures to protect client documents and information as well as internally generated working papers
- Assurance that all attempts to collect are fair and reasonable and do not involve harassment, intimidation or false or misleading representation

#### **Technology and Processes**

- Propriety web-based recovery management system that facilitates the customized servicing of varying asset types and sizes as well as different degrees of credit quality
- Internet-accessible, electronic document filing system

#### **Debt Collection Services include, but are not limited to:**

- Litigation preparation including Case Plans and Studies
- Ongoing training for all recovery managers, as required by Federal client
- Daily, weekly and monthly reporting of collections activity metrics to Federal client
- Participation in performance evaluations, quality control reporting based on Federal client criteria and management reporting designed to monitor Task Order performance

## ABOUT US

### **PROFILE:**

Global Recovery Group ("GRG") provides international debt recovery services to government and government affiliated entities. GRG has provided recovery services on over \$1 billion of defaulted commercial loans in over 90 countries around the world. While GRG prefers to resolve matters amicably, it has litigated, in courts around the world, claims aggregating to over \$300 million. It has also helped raising new capital and otherwise assisted in business turn-arounds as a means to effecting a recovery.

GRG prides itself on its business & legal sophistication. Our recovery professionals include persons with legal and business experience from the U.S., Latin America, Sub-Saharan Africa, North Africa/Middle East, and China, Russia, and the Philippines. GRG leverages its in-house resources with an extensive network of attorneys, investigators and other collection professionals throughout the world which we have cultivated over many years.

### **CLIENTS:**

GRG has been the exclusive debt recovery contractor for the Export-Import Bank of the United States since 2004 and for the Overseas Private Investment Corporation (the U.S. Government's development lender) since 2006.

GRG clients also include export credit agencies and/or development lending agencies of various countries, including the following: **Europe:** The European Union (the European Investment Bank); Austria (OeKB); Germany (Euler Hermes); the Netherlands (Atradius, FMO); Russia (EXIAR); and Switzerland (SERV). **Asia:** China (PICC); Hong Kong (HKECIC); Japan (NEXI); and South Korea (K-Sure).

### **CHARACTER:**

Global Recovery Group seeks to be the pre-eminent recovery agent for international commercial debt, and to manifest the following qualities. GRG is characterized by the following qualities:

- Practical and results-oriented.
- Professional and ethical.
- Sophisticated in developing and implementing legal and business strategies.
- Responsive to client needs for timely reporting using advanced information technology.

## ABOUT US (cont'd.)

### **PORTFOLIO:**

GRG has experience recovering on a portfolio of U.S. government debt in over 90 countries around the globe, including the following: Argentina, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belgium, Benin, Bermuda, Bolivia, Bosnia, Botswana, Brazil, Brunei, Bulgaria, Cameroon, Canada, Canary Islands, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Ecuador, Egypt, El Salvador, Estonia, Ethiopia, Finland, France, Germany, Ghana, Gibraltar, Greece, Guatemala, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Republic of Ireland, Isle of Man, Israel, Italy, Ivory Coast, Jamaica, Japan, Jordan, Kenya, Korea, Kuwait, Latvia, Lebanon, Lithuania, Malta, Mexico, Moldova, Netherlands, New Zealand, Nicaragua, Nigeria, Norway, Pakistan, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Romania, Russia, Saudi Arabia, Senegal, Singapore, South Africa, South Korea, Spain, Sri Lanka, Switzerland, Taiwan, Trinidad & Tobago, Turkey, Uganda, Ukraine, United Arab Emirates, United Kingdom, United States, Uruguay, and Venezuela.

### **PROFESSIONALS AND LANGUAGE CAPABILITY:**

GRG places an emphasis on utilizing Asset Recovery Managers whose language skills and cultural sensitivity will enable them to more effectively negotiate with foreign obligors, and whose legal/business expertise give them an advantage in structuring settlements or utilizing legal remedies, as appropriate. GRG's staff members speak the following languages, including English, French, Spanish, Italian, Portuguese, German, Italian, Arabic, Tagalog (Filipino), Korean, Chinese (Mandarin), Russian and Armenian.

In undertaking recovery efforts, GRG emphasizes understanding the legal context, including the available legal remedies and the costs and risks of alternative legal strategies. Accordingly, many of GRG's Asset Recovery Managers are attorneys with practical experience in enforcing creditors' rights. Staff members include former high-level officials in Latin America.

### **TECHNOLOGY:**

GRG has developed, in-house, a proprietary asset management system named "RECO," which is a web-based database used to track and coordinate recovery efforts on all of our cases. RECO can be accessed anywhere around the globe via internet through commonly used web browsers such as Internet Explorer or Firefox. Among other things, RECO allows GRG to do the following with its claims:

- Electronically upload, store, and access all documents related to claims and make the same available on a secure basis to clients.

## ABOUT US (cont'd.)

- Draft and manage recovery plans and other client reports online.
- Maintain a log of all recovery actions and other tasks performed on claims over time, so that clients can be informed of developments on a real time basis.
- Generate form correspondence.
- Manage claims in litigation and track information about complaints filed, claim jurisdiction, statute of limitations, etc.
- GRG's system can also be configured to give its clients customized access to loan portfolio data.

## PRICING CONSIDERATIONS

Given the highly specialized nature of Global Recovery Group's collection activities and the unique circumstances that will be involved in each collection case or portfolio of cases, GRG provides customized, fully contingency-based pricing for its clients based on a variety of factors including:

- **Project scope:** GRG accepts single asset, multiple asset, and large portfolio assignments (contingency rates may be lower for portfolio assignments).
- **Asset size:** GRG accepts both large and small assignments. GRG's assignments have ranged from small assets to claims in excess of \$25 million. Generally speaking, as the size of the asset increases, GRG's contingency fee percentage decreases.
- **Credit quality:** GRG provides collection services on unsecured debt as well as debt with collateral positions. GRG's percentage fees tend to be lower for debts with higher credit quality and higher for debts with weaker credit quality.
- **Collection percentage:** To ensure its full alignment with its clients' interests, GRG offers a tiered pricing structure with higher marginal percentage fees as the collection percentage increases.
- **Geographic location:** GRG's ability to collect is also impacted by the location of the debt. Debts located in countries with laws or political circumstances that make collecting against a debtor difficult are typically charged a higher percentage fee than those with more favorable collection laws.
- **Litigation & asset protection expenses:** When litigation is required to resolve a case, GRG investigates debtors and their assets, develops an appropriate litigation strategy, selects local counsel, and leads and manages the litigation process. Litigation management and support is included in GRG's contingency fees; however, engaging local counsel and bringing legal action generates additional expenses. The client advances the litigation costs (legal fees and expenses), and upon obtaining a recovery, GRG reimburses the client for GRG's pro-rata share of the legal expenses reflective of GRG's fee percentage. Specific terms regarding how litigation and asset protection expenses are covered are negotiable.

When all of these factors are taken into consideration, GRG develops a customized pricing structure, but the maximum fees that are charged generally will not exceed 25% of the collected amount.