

# Windham Professionals, Inc.

GENERAL SERVICES ADMINISTRATION

Federal Supply 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: [GSAAdvantage.gov](http://GSAAdvantage.gov).

**Schedule Title: Financial and Business Solutions**

**FSC Group: 520**

**Sin 520-4 Debt Collection**

**Contract Number: GS-23F- 0030U**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules at <http://fss.gsa.gov> .

**Contract Period: April 10, 2008 through April 9, 2013**

**Business size: Large Woman Owned**

**Prices Shown Herein are Net**

**Windham Professionals, Inc.**

380 Main Street, Salem, NH 03079

Phone Number: 800-969-0059

Fax Number: 603-890-3554

Web site: <http://www.windhampros.com>

Contact for contract administration:

Charles Harper, Senior Vice President of Operations

(800) 969-0059 ext. 7001

[charper@windhampros.com](mailto:charper@windhampros.com)

## **Collection Services Performed With Pride**

Windham Professionals, Inc. was created in 1982 to provide educational account collections for institutions of higher education and guaranty agencies. We have been a licensed, full-service collection agency for over twenty-six years. We are a national collection agency maintaining strategic collection and sales offices throughout the country.

In 1995, Windham acquired Trac Associates and expanded its business to include commercial collection services. Then, in early 2005, Windham acquired Highland ,

Cross and Associates - a premier healthcare receivables agency. Windham now provides specialized collection services in the educational, commercial and healthcare industries.

At Windham, we are attentive to the security of client information and maintain strict safeguards to protect debtor privacy. We comply with all applicable Federal and State laws and regulations. Our commitment to compliance with these regulations is crucial to our longstanding relationships and our success in the industry.

Windham is authorized to collect in all 50 states, the U.S. Virgin Islands, Guam and Puerto Rico. We also provide international collection services.

Throughout our strong and successful history of specialized collections, Windham has distinguished itself with quick response times, high rates of recovery, and a highly skilled staff of experienced people.

### **CUSTOMER INFORMATION**

- 1a. Special Item Number: SIN 520-4 Debt Collection Services
- 1b. Fees for Services:
  - Standard Collection Fee for Student Loan Debt at 25%
  - Standard Collection Fee for Non Tax/Non Student Loan Debt at 25%
  - Administrative Wage Garnishment at 25%
  - Rehabilitation at 16%
  - Consolidation at 15%
2. Maximum order: \$1,000,000
3. Minimum order: \$300.00
4. Geographic coverage (delivery area): domestic and overseas delivery
5. Point(s) of production:
  - Salem, NH 03079
  - Rockingham County
  - USA
6. Discount from list prices or statement of net price: Not applicable
7. Quantity discounts: Not applicable
8. Prompt payment terms: Net 30

- 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. No
- 10. Foreign items: Not applicable.
- 11a. Time of delivery: 10 Days
- 11b. Expedited delivery: Not Applicable
- 11c. Overnight and 2-day delivery: Not Applicable
- 11d. Urgent requirements: See contract clause I-FSS-14-B. Agencies can contact the contact for contract administration to obtain faster delivery.
- 12. F.O.B. point(s): Destination.
- 13a. Ordering address:  
Windham Professionals, Inc.  
380 Main Street  
Salem, NH 03079
- 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:  
Windham Professionals, Inc.  
380 Main Street  
Salem, NH 03079
- 15. Warranty provision: Not Applicable
- 16. Export packing charges: Not Applicable.
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Not applicable
- 18. Terms and conditions of rental maintenance, and repair: Not Applicable.
- 19. Terms and conditions of installation: Not Applicable.
- 20. Terms and conditions of repair parts: Not Applicable.
- 20a. Terms and conditions for any other services: Not Applicable.
- 21. List of service and distribution points: Not Applicable

22. List of participating dealers: Not Applicable
23. Preventative maintenance: Not Applicable.
- 24a. Special attributes such as environmental attributes: Not applicable
- 24b. Section 508 compliance information is available on Electronic and Information technology (EIT) supplies and services. The EIT standards can be found at [www.Section508.gov/](http://www.Section508.gov/) .
25. Data Universal Number System (DUNS) number: 121006738
26. Notification regarding registration in Central Contractor Registration (CCR) database: Registered, Registration valid to March 11, 2009