



**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: www.GSAAdvantage.gov .

Schedule Title: Financial and Business Solutions
FSC Group: 520
Contract Number: GS-23F-0034T

For more information on ordering from Federal Supply Schedules click on the FSS Schedules at www.fss.gsa.gov .

Contract Period: March 9, 2007 through March 8, 2012



Contractor Name: Collection Bureau of America Ltd.
Address: 25954 Eden Landing Road
Hayward CA 94545

Phone Number: 510-781-5164
Fax Number: 510-781-5165
Web site: www.collectionbureauofamerica.com

Contact for contract administration: Tim Giacomini
Email: tim@collectionbureauofamerica.com

Business size: Large Business I MBE

CUSTOMER INFORMATION

Executive Summary

Collection Bureau of America (CBA) (the contracting entity) is a leader in receivables management, Business Process Outsourcing (BPO). Our services are designed to increase collection results for the Government. CBA has 125 FTE employees, over 48 years of collection experience, is a certified MBE with a strong government receivables background. CBA is unparalleled in the collection industry and has a reputation for delivering high net returns.

CBA service offerings for government agencies include:

- Bad-check collections
- Billing and letter series
- Child Support
- Corporate Tax
- County and State taxes
- Emergency medical service receivables
- Highway and government property damage
- Income Taxes
- Lottery claims
- Traffic Violations
- Parking tickets
- Utility debts (water, sewer, electric, gas and telecom)
- Retail

Our commitment to our clients creates a successful partnership that yields maximum recoveries through the most effective methods, while emphasizing customer retention, professionalism and satisfaction.

- 1a. Table of awarded special item number(s): 520 4 -- Debt Collection
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. 25% each debt collected.
- 1c. Labor Category Descriptions:

Chief Operating Officer:

Job Description: Oversee all contractual responsibilities and ensure contract compliance, supervise management staff. Ensure client objectives are met. Manage all income and expenses. Act as liaison to the Federal Government, identify and recommend steps for process improvement and steps for accommodating growth.

Qualifications: College Degree. Extensive account receivables experience. Five or more years exposure in high-level management. Excellent analytical and problem-solving skills. Excellent verbal and communication skills and personal relations skills.

Director of Operations:

Job Description: Ensure contract compliance. Maintain appropriate staffing levels. Develop and administer work standards., Identify and fulfill training needs. Resolve employment issues. Ensure that the staff attains or exceeds recovery goals.

Qualifications: Bachelors Degree in Business Administration, Finance or Accounting preferred, but not required. Previous collection management experience recommended but not required, along with excellent analytical and problem-solving skills, excellent verbal and communication skills and personal relations skills.

Collection Managers:

Job Description: Oversee daily activity of the account representatives. Ensure quality of completed work through routine audits. Assist in the development of the account representatives in all aspects of assigned duties. Handle debtor disputes and make final determination on all accounts. Prepare reports as required by management.

Qualifications: Excellent communication skills, verbal and written. A proven ability to meet production goals through the motivation and mentorship of account manager. An in-depth knowledge our CUBS system with at least one year experience in a similar work environment.

Collector:

Job Description: Recover delinquent accounts assigned by CBA clients. Read and analyze debtor information from CBA's CUBS system. Locate and call debtors to negotiate payments utilizing all information available such as credit bureau reports, information supplied by client, forms, etc. Identify, locate and speak with third parties in order to locate debtors and qualify debtor assets. Make recommendations for work process and continued collection attempts.

Qualifications: Must be a high school graduate or possess a G.E.D. Must possess excellent communication skills. Must possess strong analytical and negotiating skills.

Team Leads:

Job Description: Assist collection department personnel by filling request for information searches, typing and other clerical support functions. Process and update of debtor account information on the CUBS system. Distribute documents, media and mail to appropriate personnel.

Qualifications: Able to type 25 words per minute on standard keyboard. Good verbal and written communication skills, basic computer knowledge.

2. Maximum order: \$1,000,000
3. Minimum order: \$300.00
4. Geographic coverage (delivery area): Domestic delivery only
5. Point(s) of production (city, county, and state or foreign country): 25954 Eden Landing Road Hayward CA 94545 (Alameda County)
6. Discount from list prices or statement of net price: N/A
7. Quantity discounts: N/A
8. Prompt payment terms: Net 30
- 9a. Collection Bureau of America accepts government purchase cards up to the micro-purchase threshold.
- 9b. Collection Bureau of America will accept government purchase cards above the micro-purchase threshold.
10. Foreign items: Not applicable.

- 11a. Time of delivery: As agreed upon in Task Orders.
- 11b. Expedited delivery: Items available for expedited delivery are noted in this price list.
- 11c. Overnight and 2 day delivery is available
- 11d. Urgent requirements: Contact Contractor for faster delivery
12. F.O.B. point(s): Destination.
- 13a. Ordering address(es):
Collection Bureau of America, Ltd.
25954 Eden Landing Road
Hayward, CA 94545
- 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).
14. Payment address:
Collection Bureau of America, Ltd.
25954 Eden Landing Road
Hayward, CA 94545
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. Environmental attributes: Not Applicable
- 25. Data Universal Number System (DUNS) number: 082443870
- 26. Notification regarding registration in Central Contractor Registration (CCR)
Acknowledgement of registration on 03/09/07

Collection Bureau of America (CBA) is a privately held, minority-owned, accounts receivable firm, licensed to collect in all fifty states. Clients include health care providers, 700 medical practitioners, dentists, utility companies, telecommunications companies, newspapers, retail and commercial businesses and over 30 California municipalities.

Collection Bureau of America, headquartered Hayward, CA has approximately 125 FTE in a single location. Our call center is fully built out and can house an additional 225 FTE.

Collection Bureau of America offers innovative collection solutions in the form of outsourcing, in-sourcing and account enrichment programs.