

**Federal Supply Service
Authorized Federal Supply Price List**

**Financial And Business Solutions
FSC Group 520**

SINs 520 2, 4, 5

**Financial Management Systems
1000 E. Woodfield Road
Suite 102
Schaumburg, IL 60173**

Business Size: Small

www.fmsdc.com

Contract Administration

Attention: Balaji Rajan, Contract Administrator
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Contract Number: GS-23F-0063J

Pricelist Supplement 02

Period cover by Contract: June 15, 2008 to June 14, 2013

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA *Advantage!*, a menu-driven database system. The INTERNET address for GSA *Advantage!* is: <http://www.gsaadvantage.gov/>. For more information on ordering Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.

**SECTION 1
CUSTOMER INFORMATION**

The Financial and Business Solutions (FABS) Schedule Contract offers services under FSC Group 520 which were previously offered under FSC Group 621

1a.Awarded Special Item Number (SINs):

520-2 Transaction Specialist

520-4 Collections

520-5 Loan Servicing and Asset Management

Descriptions and prices are provided in Sections 6 and 7 of the Pricelist

1b.FMS Unit Prices are referred to in Section 6 of this Price List

2. **Maximum order:** \$1,000,000.00 Per SIN
3. **Minimum order:** \$300.00
4. **Geographic coverage (delivery area):** FMS offers FABS Services domestically and internationally
5. **Point(s) of production:** Services may be performed either at a customer location or at FMS Facilities
6. **Discount from list prices or statement of net price:** Prices shown in the Price tables are net of offered discounts
7. **Quantity discounts:** N/A
8. **Prompt payment terms:** Net 30 days
9. **Government Purchase Card Acceptance:**
 - 9a. Government purchase cards are accepted at or below the micro-purchase threshold
 - 9b. FMS and the ordering Agency may agree to use Government purchase cards for amounts above the micro-purchase threshold. The dollar value of a purchase card action must not exceed the ordering agency s established limit.
10. **Foreign items:** None
- 11a. **Time of delivery:** Provided in response to government request for services and based upon the location and availability of qualified staff
- 11b. **Expedited Delivery:** Situation-specific, based on availability of qualified staff and accommodations, the ordering agency will be advised of and charged for extraordinary expenses.
- 11c. **Overnight and 2-day delivery:** At agency expense if requested

- 11d. Urgent Requirements:** When the quoted delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged to contact the contractor for the purpose of obtaining accelerated delivery. FMS will reply to the inquiry within 3 workdays after receipt.
- 12. F.O.B. point(s):** Destination (deliverable items). Professional Services will be performed at location(s) identified by the ordering agency in the order
- 13a. Ordering address:** **Financial Management Systems
1000 E. Woodfield Rd.
Suite 102
Schaumburg, IL 60173**
- 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(es).**

EFT Information	U.S. Postal Service	Commercial Carrier (FedEx, UPS)
Fifth Third Bank 222 South Riverside Plaza Chicago, IL 60606 ABA Number: 042000314 Account Nmbr: 07233891329 Account: FMS Contact: Isabella Wilson (800)605-9817, ext 3007	FMS 1000 E. Woodfield Rd. Suite 102 Schaumburg, IL 60173	FMS 1000 E. Woodfield Rd. Suite 102 Schaumburg, IL 60173 (800)605-9817

- 15. Warranty provision:** Standard commercial warranty
- 16. Export packing charges:** N/A
- 17. Terms and conditions of Government purchase card acceptance:** Charges up to \$1,000,000
- 18. Terms and conditions of rental, maintenance, and repair:** N/A
- 19. Terms and conditions of installation:** N/A
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** N/A
- 20a. Terms and conditions for any other services (if applicable)**
- 21. List of service and distribution points (if applicable).**

- 22. **List of participating dealers:** N/A
- 23. **Preventive maintenance:** N/A
- 24a. **Special attributes such as environmental attributes:** N/A
- 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. contractor s website or other location.) The EIT standards can be found at: www.Section508.gov/.**
- 25. **Data Universal Number System (DUNS) number:** 62-0653568
- 26. **FMS is registered in the Central Contractor Registration (CCR) database. Cage Code Number 1TEX0**

SECTION 2 OVERVIEW OF FMS

Corporate History

INTRODUCTION

Financial Management Systems (FMS) is a Small Business based in Schaumburg, Illinois, a business hub of Chicago, Illinois. We are considered in the marketplace as a Best In Class company through our commitment to results, dedication of our employees, and our ability to provide thought leadership to continuously help our clients achieve their mission. Since 2003, FMS has grown from 5 employees to over 190 with three locations across the United States.

Over 80 percent of the company's revenues are from the government contracts. Through our dedicated service to the federal government, we have consistently sought to respond to new requirements with a combination of knowledge and experience that can help agencies react quickly and decisively to new challenges. Our company has a senior management team with over 150 years of government experience and includes former senior federal and state staff that provides leadership and solutions.

FMS provides services in three primary areas to Federal and State agencies, and Private Sector clients:

Accounts Receivable Portfolio Management Services

- Customer service-based debt collection,
- Administrative Wage Garnishment;
- Litigation preparation;
- Customer service;
- Portfolio monitoring and servicing;
- Asset sale and credit card balance transfer services.

Fraud, Abuse and Improper Payments Error Reduction;

- AuthenticAID™ - Treasury Offset Program Enhancer;
- AuthenticAID™ - Fraud Controller.

Consulting Services

- Project management.
- Asset valuation reviews.

KEY CLIENTS AND PROJECTS

FMS has provided a variety of services with demonstrated small business agility combined with large business maturity and understanding of the needs of governments. The following are key clients who have trusted FMS with critical information, projects, and assets.

- U.S. Department of Education, Federal Student Aid;
- U.S. Department of Treasury, Office of DC Pensions;
- Federal Deposit Insurance Corporation;
- District of Columbia, Department of Public Schools;
- District of Columbia, Office of the Chief Financial Officer;
- State of Virginia, Department of Taxation and Revenue;
- Arrow Financial Services, a SALLIE MAE Company;

- ASTA Funding Corporation;
- International Portfolio Inc.

The range of services we providee to government agencies include

- Debt collection with expertise to use all Federal collection tools;
- Account services and portfolio management;
- Treasury Offset Enhancement;
- Retirement benefits administration services;
- Smart card and GPS Tracking implementation.
- Medicaid revenue enhancement
- Balance transfer services
- Asset valuation reviews
- Asset sales

AREAS OF EXPERTISE IN DEBT COLLECTION & PORTFOLIO MANAGEMENT

Currently, FMS manages over \$3.4 Billion in receivables which represents approximately 1.2 Million borrower accounts.

- Federal student loans;
- Private tuition accounts;
- Consumer receivables in credit card and retail accounts;
- Healthcare receivables including insurance claims billing and follow up;
- Insurance claims processing, and rebilling.

SECTION 3
CLAUSES REGARDING ORDERING AGENCY TASK ORDERS

1. PLACEMENT OF ORDERS

- (a) The organizations listed below may place orders under this contract.
 - (1) Executive agencies.
 - (2) Other Federal Agencies.
 - (3) Mixed-ownership Government corporations.
 - (4) The District of Columbia.
 - (5) Government Contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1.
 - (6) Other activities and organizations authorized by statute or regulation to use GSA as a source of supply.
- (b) Orders may be placed through Electronic Data Interchange (EDI) or mailed in paper form. EDI orders shall be placed using the American National Standards Institute (ANSI) X12 Standard for Electronic Data Interchange (EDI) format.
- (c) GSA's Federal Supply Service (FSS) will place all orders by EDI using computer-to-computer EDI. If computer-to-computer EDI is not possible, FSS will use an alternative EDI method allowing the Contractor to receive orders by facsimile transmission. Subject to the Contractor's agreement, other agencies may place orders by EDI.
- (d) When computer-to-computer EDI procedures will be used to place orders, the Contractor shall enter into one or more Trading Partner Agreements (TPA) with each Federal agency placing orders electronically in order to ensure mutual understanding by the parties of certain electronic transaction conventions and to recognize the rights and responsibilities of the parties as they apply to this method of placing orders. The TPA must identify, among other things, the third party provider(s) through which electronic orders are placed, the transaction sets used, security procedures, and guidelines for implementation. Federal agencies may obtain a sample format to customize as needed from the office specified in (g) below.
- (e) The Contractor shall be responsible for providing its own hardware and software necessary to transmit and receive data electronically. Additionally, each party to the TPA shall be responsible for the costs associated with its use of third party provider services.
- (f) Nothing in the TPA will invalidate any part of this contract between the Contractor and the General Services Administration. All terms and conditions of this contract that otherwise would be applicable to a mailed order shall apply to the electronic order.
- (g) The basic content and format of the TPA will be provided by:

General Services Administration
Acquisition Operations and Electronic Commerce Center (FCS)
Washington, DC 20406

Telephone: (703) 305-7741
FAX: (703) 305-7720

SECTION 4
SPECIAL ITEM NUMBERS (SINs)

520-2 TRANSACTION SPECIALIST

The Contractor shall provide transaction specialist services to advise the Government on assets, disposal of an asset, any resulting asset sales structure, pricing, and bid acceptance. These may include but are not limited to the following:

- Pricing/valuation of an asset or group of assets
 - value or price an asset on an asset and/or portfolio basis
 - monitor an asset or group of assets
 - obtain or develop a valuation/pricing model
 - estimate cash flows and net sales proceeds based on the use of the model
 - produce reports and records
 - update asset valuation/pricing
- Review of pending sale
 - estimate the recovery value for each disposition option considered
 - explain the valuation methodology
 - run bid evaluation models showing advantages and disadvantages
 - estimate cost of resolution and gather and analyze data to develop and model the input assumptions
 - identify appropriate timeline for resolution of the specific asset packages
 - conduct market sensitivity analysis
 - report on relevant assumptions and issues and legal requirements for Government asset disposal
- Conduct transactions
 - manage the bid process including preparing and/or controlling, reviewing receipt of bids and bid deposits, analyzing bids, addressing non-conforming bids and reporting, providing reports to track and summarize investor activities
 - respond to potential bidders and sales negotiations for third party buyers
 - draft and present a confirming sale bid on a portfolio to obtain agency authority to validate the winning bid
 - develop sales strategy in accordance with asset disposal laws and regulations and report in sufficient detail to demonstrate the feasibility of the approach
 - determine if the agency's advertisements, marketing materials, mailings and other methods employed are effective in reaching the target market and outline how they might be improved for each type of product
 - participate in the post-bid meeting with agency decision-makers and offer insights regarding consistency with stated objectives
 - review the post-sale documentation and participate in the agency review meeting
- Budget and budget analysis
 - prepare and present budget proposals and plans as it relates to the resolution of an asset as well as develop, gather, verify, and store data relevant to support an asset sale
 - complete budget documents and reports
 - estimate the budgetary cost of future or on-going resolutions
- Marketing and pre/post asset resolution support
 - develop the identity of the asset to be resolved and put forth a marketing plan designed to achieve the long-term objectives of a successful resolution program

- implement a marketing plan, which may include investor/purchaser solicitations, due diligence reviews, collateral asset tours, advertising, distribution of approved marketing materials, bidder conferences, a periodic newsletter to interested investors/buyers, speaking engagements, Congressional Office briefs, and an electronic web site presence
- review marketing plans including letters to borrowers, initial sales announcements, targeted investor/buyer calls, ad layouts, and ad placements strategies to ensure consistency with overall goals and objectives
- recommend enhancements to the marketing effort
- prepare and distribute marketing materials, bid packages, and supplements to potential investors
- make available a borrower tracking system
- draft releases of the sales results
- review proposed modifications to an agency's standard question-and-answer package and provide recommendations
- read computer tapes and diskettes for asset information
- build and maintain a database of assets offered for sale
- perform data field checks to identify problems related to improper due diligence or coding/inputting
- perform stratification considering the type of asset, its value, geographic location, and other pertinent factors
- oversee and track sales schedule and resolve problems or issues
- supervise the post-bid due diligence process
- provide written post-sales analysis
- participate in the post-bid meeting and offer insights regarding consistency with stated objectives
- review the post-sale documentation and participate in the agency review meeting

520-4 DEBT COLLECTION SERVICES

The Contractor shall provide debt collection services. This may include but is not limited to the following:

- Collect on delinquent/defaulted loans/assets
 - perform collection activities
 - provide information to ensure delinquent/defaulted borrowers understand collection process, their benefits, rights, and responsibilities
 - recover a debt from its endorser when a debt becomes delinquent
 - ensure that all attempts to collect are fair and reasonable and do not involve harassment, intimidation, or false or misleading representation
 - record all collection activity and provide summary reports
- Administrative wage garnishment
 - comply with the regulatory requirements for Administrative Wage Garnishment (AWG)
 - determine if the borrower is eligible for possible AWG
- Litigation preparation
 - determine a borrower's ability to repay
 - submit a case file for approval
- Administer deferments and forbearances
- Discharge loans due to death, disability, bankruptcy, false certification, etc.

520-5 LOAN SERVICING AND ASSET MANAGEMENT

The Contractor shall provide loan servicing and asset management services needed to service, monitor, and maintain government held loans/assets; refinance government-held loans/assets; avert defaults; share and manage risk on serviced loans/assets; and/or service and monitor loans and other asset guarantees. This may include but is not limited to the following:

- Assist in assessment and improvement of current asset management processes related to cash management, inventory management, Government property, plant and equipment, adequacy of controls, policies, procedures, loan servicing practices, and review of opinions on financing and refinancing
- Verify and maintain borrower data
 - maintain data elements required to service loans
 - link all loan records and documents (e.g. letters and forms) to loans and borrower services
 - record all contacts with borrowers or borrower s representatives
 - verify data on the loan application
- Exchange data with an agency s central database and reconcile information
 - electronically exchange loan and other asset servicing/management data with an agency s central database
 - reconcile transactions and financial data elements
- Issue forms, disclosures, letters, and other materials
 - design standard correspondence
 - issue standardized forms, letters, and disclosures
 - maintain a correspondence tracking system
 - generate, store, and distribute loan materials such as deferment forms, coupon books, and income contingent waiver forms
- Cancel loans
 - reverse all financial entries on booked loans after notification that a loan is canceled and transmit the account adjustments
 - notify borrowers of loan cancellation and provide revised repayment schedule
 - confirm loan cancellation amounts and account adjustments through periodic reconciliation
- Convert loans to repayment status
 - identify loans entering the grace period through status changes
 - provide a repayment schedule to the borrower before the grace period ends
 - provide the borrower a billing statement based on the repayment schedule previously disclosed
 - update borrower s account and associated asset records with changes in status and implement required changes to loan servicing
 - notify borrower of changes in status
 - contact the borrower or otherwise facilitate the borrower s compliance with the loan repayment terms
 - provide borrowers with default prevention notices
 - provide a repayment schedule before deferment or forbearance ends
 - provide loan counseling upon request and respond to inquiries
 - provide alternative repayment plans
 - notify borrower to confirm repayment plan
- Calculate interest
 - calculate and post interest on borrower s accounts
 - provide amortization schedule to the borrower

- Assess and post fees and late charges
- Bill the borrower
 - send consolidated bills, coupon books, or billing statements to borrowers
 - notify borrowers of upcoming changes in interest rates and repayment schedule changes
 - provide information regarding advance payment options
 - regenerate billing statements
 - incorporate rules into the billing and collection system
- Process borrower remittances
 - post agency data regarding payments
 - deliver payments to a specified loan lockbox
 - apply payment fees, collection costs, interest, and principal
- Process borrower requests for remittances via pre-authorized debit
- Determine income contingent repayment (ICR)
 - send borrower required forms regarding ICR
 - image and review any waiver form returned by a borrower
 - receive IRS approval to send a transaction file to the ordering agency's central database containing a request to obtain income tax data from the IRS
 - obtain, update, or accept necessary information from the IRS
 - recalculate the ICR payment
 - provide counseling information regarding repayment options
 - calculate joint repayment under the ICR plan
- Prepare annual statements
 - prepare and send an annual statement to borrowers and endorsers
 - respond inquiries
 - regenerate annual statements
- Reconvert loans
 - reconvert borrower loans from repayment into a payment-not-due status
 - reverse any late charges and interest and correct reports sent to an agency's central database and credit bureaus
 - obtain required information and cease collection activities
- Loan consolidation and transfer
 - provide requested information and explain loan consolidation options
 - send records, data, and documents pertaining to any accounts transferred to a new location
 - maintain borrower loan records
 - provide a notice to the borrower of the transfer action
- Transfer defaulted loans
 - submit a transaction to the agency notifying it that the loan is in default
 - provide a notice of transfer to the borrower
- Accept and service loans from another servicer or DCS
 - link loans received to the same borrower
 - notify borrowers of the transfer
 - confirm the receipt of loan documents
- Perform skip tracing and transmit information to an agency's central database
- Report to credit bureaus
- Provide customer service
- Reconcile with an agency's central database
- Refinance Government-held loans
 - assess feasibility of refinancing
 - assess methods for lowering transaction costs

- recommend procedures to facilitate refinancing
- perform subsidy layering reviews
- restructure agency-held or insured project loans
- Enforce creditor s rights under the loan
 - notify the ordering agency if any mortgaged property is out of repair or has deteriorated
 - review and report the status of required reserves or escrow accounts
 - review loan covenants and enforce them or refer them to the Government agency
- Protect loan collateral
 - pay all taxes, insurance premiums, and other required escrow expenses
 - assure all buildings and improvements securing mortgage loans are insured
 - enforce the rights of the agency under any mortgage that is in default
 - notify the agency of any false representation of warranty made in obtaining a loan
- Share and manage credit risk
- Workout or restructure troubled loans

SECTION 5 LABOR CATEGORIES

Partner/Principal: Over ten years of experience in leading and providing technical direction of projects comparable to those described in the GSA Schedule. Has demonstrated ability to provide guidance and direction for multiple projects and in implementing and managing GSA task orders. Has capability to manage multitask projects of high complexity. Provides primary interface with client management personnel regarding strategic issues. Directs the completion of projects within estimated time frames and budget constraints. Coordinates all parties to tasks, reviews work products for completeness and adherence to customer requirements. Delivers presentations and leads strategic level client meetings.

Senior Manager: Five or more years of progressive experience in leading projects comparable to those described in the GSA Schedule. Demonstrates ability to provide guidance and direction for specific projects or sub-tasks. Capability to manage multitask projects of high complexity. Has Increasing responsibility in implementation and management of GSA task orders. Interfaces with the client on project specific issues. Directs the completion of projects within estimated time frames and budget constraints. Coordinates project specific parties and reviews and work products for completeness and adherence to customer requirements. Delivers presentations and leads client meetings.

Manager: Five or more years of progressive experience in participating in projects comparable to those described in the GSA Schedule. Demonstrates ability to manage a project and to provide guidance and direction for specific projects or sub-tasks. Increasing responsibility in implementation and management of GSA task orders. Interfaces with the client on project specific issues. Directs the completion of projects within estimated time frames and budget constraints. Manages the day-to-day activities and reviews work products for completeness and adherence to customer requirements. Delivers presentation and leads client meetings.

Senior Associate: Three or more years of experience in assuming daily responsibilities in projects comparable to those described in the GSA Schedule. Demonstrates ability to execute and complete specific projects or sub-tasks. Supports the Senior Manager and/or Manager in the design, implementation and management of the GSA Task Order.

Staff: Progressive experience in office automation and financial software. Knowledgeable in computer-based documentation and presentation techniques, technical typing, and word processing. Supports project by preparing graphical and narrative presentation material. Integrates inputs from various sources to create cohesive products.

**SECTION 6
SCHEDULE OF CHARGES**

**FINANCIAL AND BUSINESS SOLUTIONS (FABS)
CONTRACT NUMBER GS-23F-0063J**

SINs 520-2, 520-4, 520-5 TRANSACTION SPECIALIST, COLLECTIONS, ASSET MANAGEMENT AND SERVICING SERVICES (HOURLY)	
Labor Category	6/15/08 6/14/09
Partner/Principal	\$208.37
Senior Manager	\$173.62
Manager	\$150.47
Senior Associate	\$104.17
Staff	\$47.87

SIN 520-2 TRANACTION SPECIALIST FEE BASED ON PERCENTAGE OF ASSET SALE PROCEEDS	
Gross Sales Proceeds	Maximum
Up to \$50 Million	0.80%
\$50 + Million to \$100 Million	0.65%
\$100+ Million to \$150 Million	0.60%
\$150+ Million to \$200 Million	0.55%
Over \$200 Million	0.50%

SIN 520-4 COLLECTIONS FEE BASED ON PROCEEDS COLLECTED OR SPECIAL TASKS	
Contingency Fee for Regular Collections	23%
Maximum	
FIXED FEES	
Litigation Prep	\$120.00
Asset Resolutions	\$100.00

SIN 520-5 ASSET MANAGEMENT AND SERVICING	
Per Asset Per Month	\$10 Per Asset up to a Max of \$10,000 Per Month
Portfolios of greater than 1,000 assets managed at a Maximum of \$10,000	