



FEDERAL SUPPLY SERVICE

Authorized Federal Supply Schedule Price List

Online 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 (FABS)

FSC Group: 520

Contract Number: GS-23F-0067W

For more information on ordering from Federal Supply Schedules, go to the GSA schedules home page at: <http://www.gsa.gov/schedules>.

Contract Period: June 9, 2010, through June 8, 2015

Price List Current through Modification 01 Effective August 10, 2011

Rust Consulting, Inc.

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Minneapolis, MN 55402

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[www.rustconsulting.com](http://www.rustconsulting.com)

Contact for Contract Administration: Paul Vogel

Business Size: Large Business

Prices Shown Herein Are Net (discount deducted)

Date: June 22, 2010

## Customer Information

### 1a. Special Item Numbers

| SIN    | Description   |
|--------|---|
| 520 15 | Outsourcing Recurring Commercial Activities for Financial Management Services |

### 1b. Awarded Pricing

| Base Period     |                                 |          |          |          |          |          |
|-----------------|---------------------------------|----------|----------|----------|----------|----------|
| SIN             | Labor Category                  | Year 1   | Year 2   | Year 3   | Year 4   | Year 5   |
| 520 15          | Mailroom Processor              | -        | \$40.30  | \$41.11  | \$41.93  | \$42.77  |
| 520 15          | Scan Processor                  | -        | \$40.30  | \$41.11  | \$41.93  | \$42.77  |
| 520 15          | Data Capture Processor          | -        | \$40.30  | \$41.11  | \$41.93  | \$42.77  |
| 520 15          | Customer Service Representative | -        | \$40.62  | \$41.43  | \$42.26  | \$43.11  |
| 520 15          | Call Center Supervisor          | \$72.25  | \$73.70  | \$75.17  | \$76.67  | \$78.20  |
| 520 15          | Call Center Manager             | \$107.80 | \$109.96 | \$112.16 | \$114.40 | \$116.69 |
| 520 15          | Project Coordinator 1           | \$68.00  | \$69.36  | \$70.75  | \$72.17  | \$73.61  |
| 520 15          | Project Manager 2               | \$110.50 | \$112.71 | \$114.96 | \$117.26 | \$119.61 |
| 520 15          | Project Manager 3               | \$127.50 | \$130.05 | \$132.65 | \$135.30 | \$138.01 |
| 520 15          | Senior Project Administrator    | \$144.50 | \$147.39 | \$150.34 | \$153.35 | \$156.42 |
| 520 15          | Business Analyst                | \$144.50 | \$147.39 | \$150.34 | \$153.35 | \$156.42 |
| 520 15          | Quality Analyst                 | \$107.35 | \$109.50 | \$111.69 | \$113.92 | \$116.20 |
| Option Period 1 |                                 |          |          |          |          |          |
| SIN             | Labor Category                  | Year 6   | Year 7   | Year 8   | Year 9   | Year 10  |
| 520 15          | Mailroom Processor              | \$43.63  | \$44.50  | \$45.39  | \$46.30  | \$47.23  |
| 520 15          | Scan Processor                  | \$43.63  | \$44.50  | \$45.39  | \$46.30  | \$47.23  |
| 520 15          | Data Capture Processor          | \$43.63  | \$44.50  | \$45.39  | \$46.30  | \$47.23  |
| 520 15          | Customer Service Representative | \$43.97  | \$44.85  | \$45.75  | \$46.67  | \$47.60  |
| 520 15          | Call Center Supervisor          | \$79.76  | \$81.36  | \$82.99  | \$84.65  | \$86.34  |
| 520 15          | Call Center Manager             | \$119.02 | \$121.40 | \$123.83 | \$126.31 | \$128.84 |
| 520 15          | Project Coordinator 1           | \$75.08  | \$76.58  | \$78.11  | \$79.67  | \$81.26  |
| 520 15          | Project Manager 2               | \$122.00 | \$124.44 | \$126.93 | \$129.47 | \$132.06 |
| 520 15          | Project Manager 3               | \$140.77 | \$143.59 | \$146.46 | \$149.39 | \$152.38 |
| 520 15          | Senior Project Administrator    | \$159.55 | \$162.74 | \$165.99 | \$169.31 | \$172.70 |
| 520 15          | Business Analyst                | \$159.55 | \$162.74 | \$165.99 | \$169.31 | \$172.70 |
| 520 15          | Quality Analyst                 | \$118.52 | \$120.89 | \$123.31 | \$125.78 | \$128.30 |
| Option Period 2 |                                 |          |          |          |          |          |
| SIN             | Labor Category                  | Year 11  | Year 12  | Year 13  | Year 14  | Year 15  |
| 520 15          | Mailroom Processor              | \$48.17  | \$49.13  | \$50.11  | \$51.11  | \$52.13  |



|                 |                                 |          |          |          |          |          |
|-----------------|---------------------------------|----------|----------|----------|----------|----------|
| 520 15          | Scan Processor                  | \$48.17  | \$49.13  | \$50.11  | \$51.11  | \$52.13  |
| 520 15          | Data Capture Processor          | \$48.17  | \$49.13  | \$50.11  | \$51.11  | \$52.13  |
| 520 15          | Customer Service Representative | \$48.55  | \$49.52  | \$50.51  | \$51.52  | \$52.55  |
| 520 15          | Call Center Supervisor          | \$88.07  | \$89.83  | \$91.63  | \$93.46  | \$95.33  |
| 520 15          | Call Center Manager             | \$131.42 | \$134.05 | \$136.73 | \$139.46 | \$142.25 |
| 520 15          | Project Coordinator 1           | \$82.89  | \$84.55  | \$86.24  | \$87.96  | \$89.72  |
| 520 15          | Project Manager 2               | \$134.70 | \$137.39 | \$140.14 | \$142.94 | \$145.80 |
| 520 15          | Project Manager 3               | \$155.43 | \$158.54 | \$161.71 | \$164.94 | \$168.24 |
| 520 15          | Senior Project Administrator    | \$176.15 | \$179.67 | \$183.26 | \$186.93 | \$190.67 |
| 520 15          | Business Analyst                | \$176.15 | \$179.67 | \$183.26 | \$186.93 | \$190.67 |
| 520 15          | Quality Analyst                 | \$130.87 | \$133.49 | \$136.16 | \$138.88 | \$141.66 |
| Option Period 3 |                                 |          |          |          |          |          |
| SIN             | Labor Category                  | Year 16  | Year 17  | Year 18  | Year 19  | Year 20  |
| 520 15          | Mailroom Processor              | \$53.17  | \$54.23  | \$55.31  | \$56.42  | \$57.55  |
| 520 15          | Scan Processor                  | \$53.17  | \$54.23  | \$55.31  | \$56.42  | \$57.55  |
| 520 15          | Data Capture Processor          | \$53.17  | \$54.23  | \$55.31  | \$56.42  | \$57.55  |
| 520 15          | Customer Service Representative | \$53.60  | \$54.67  | \$55.76  | \$56.88  | \$58.02  |
| 520 15          | Call Center Supervisor          | \$97.24  | \$99.18  | \$101.16 | \$103.18 | \$105.24 |
| 520 15          | Call Center Manager             | \$145.10 | \$148.00 | \$150.96 | \$153.98 | \$157.06 |
| 520 15          | Project Coordinator 1           | \$91.51  | \$93.34  | \$95.21  | \$97.11  | \$99.05  |
| 520 15          | Project Manager 2               | \$148.72 | \$151.69 | \$154.72 | \$157.81 | \$160.97 |
| 520 15          | Project Manager 3               | \$171.60 | \$175.03 | \$178.53 | \$182.10 | \$185.74 |
| 520 15          | Senior Project Administrator    | \$194.48 | \$198.37 | \$202.34 | \$206.39 | \$210.52 |
| 520 15          | Business Analyst                | \$194.48 | \$198.37 | \$202.34 | \$206.39 | \$210.52 |
| 520 15          | Quality Analyst                 | \$144.49 | \$147.38 | \$150.33 | \$153.34 | \$156.41 |

### 1c. Labor Category Descriptions

**Title: Mailroom Processor:**

**Description:** Key all claim data with attention to speed and accuracy. Process inbound and outbound mail. Timely and accurate preparation of project statistics. Database and Internet research, as needed, to support company and project needs. Work with supervisor to validate accuracy of database and website data. Logging receipt of mail and filing of claims.

**Experience, Skills and Education:** Must have high school diploma or GED. Previous work with Excel, Word and data entry. Ability to conduct internet research for specific information.

**Title: Scan Image Processor**

**Description:** Prepares documents for scanning and scans all client and claim documents, as needed.

**Experience, Skills and Education:** One year of experience with scanning or equivalent work experience. High school diploma or GED. College experience preferred. Thorough equipment knowledge including



placement of keys, enter, verify, search/modify modes, screen displays and error messages, problem/resolution. Ability to perform daily scanner maintenance.

**Title: Data Capture Processor:**

**Description:** Data entry of claim forms with attention to accuracy and speed. Gathering and sorting of data prior to data entry. Communicate with data capture leaders on issues which may affect data capture processes and efficiencies. Review of system abilities and development of recommendations to improve production and accuracy.

**Experience, Skills and Education:** More than two years of data entry experience. Ability to test at 13,000 – 17,000 kps. High school diploma or GED. College experience preferred.

**Title: Customer Service Representative**

**Description:** Take inbound calls from or place outbound calls to individuals involved in or affected by Rust projects, such as enforcement actions, class action settlements, or business communications projects. Provide accurate, detailed, claim-related and program-specific information. Gather or disseminate accurate information regarding often sensitive, personal, or legal matters through the use of project-specific telephone scripts and customized project databases. Update personal information and maintain accurate notes regarding calls in project-specific database. Complete call logs and call reports to escalate, when appropriate. Transcribe recorded calls as required.

**Experience, Skills and Education:** Must type at least 30 wpm and have high school diploma or GED. Must be proficient in relevant computer applications and have good keyboard skills. Key competencies include good verbal and communication skills, listening skills, and problem analysis skills.

**Title: Call Center Supervisor**

**Description:** Responsible for overseeing a team of Customer Service Representatives (CSRs) and meeting internal and client service level agreements while maintaining client budgets. Communicate client issues which may affect results or be pertinent to client to Call Center Manager and project manager. Create reporting and statistical documents to evaluate Customer Service Representative and overall team progress and review actual results and statistics and use them to implement plans for improvement; ensure quality assurance standards are met by CSR and overall team. Facilitate and, when necessary, assist with development of call center training; create performance reviews, annual goals and coaching plans for CSR staff as requested by manager to ensure overall team competency; communicate with internal call center leaders and CSRs any issues which may affect the call center personnel. On-team expert for call center projects assigned to leader; take any call center role to ensure departmental success; provide exemplarily customer service to callers. Back up to the call center manager and other call center supervisors.

**Experience, Skills and Education:** 1-2 years of call center leadership experience, including overseeing exempt and non-exempt employees. Thorough understanding of call center technology and internal applications. Working knowledge of Microsoft Office Suite. College degree or equivalent work experience.

**Title: Call Center Manager**



**Description:** Overall responsibility for call center site operations including coordinating with call center supervisors for ramping up for large projects, staffing up and down the number of customer service representatives (CSRs) required to maintain proper service level agreements, and maintaining client budgets. Create reporting and statistical documents to evaluate overall departmental progress; review results and statistics to implement improvement plans; create performance reviews, annual goals and coaching plans for call center supervisor staff and ensure they do same for CSR staff. Responsible for evaluation, purchasing and application of technology.

**Experience, Skills and Education:** 5+ years of call center leadership experience, including overseeing exempt and non-exempt employees. Strong background in call center technology to assist in evaluation and purchase of proper equipment and in internal applications. Client management experience preferred. College degree or equivalent work experience.

**Title: Project Coordinator 1**

**Description:** Work with Project Coordinator to prepare project reports including statistics and general reports; key and review claim forms; process project requests; review data, database reports and records for cure letter mailings and prepare and mail cure letters. Coordinate with mailroom for all mailings; reconcile all return mail and trace processes. Create document labels and coordinate archive of documents. Process incoming emails from the call center team; review escalated calls and research related to inquiries from clients and claimants; review correspondence and sensitive documents; assist with CSR training and monitoring; provide needed information and updates for the call center.

**Experience, Skills and Education:** Rust- or project management decision-making experience or Bachelor's degree. Intermediate working knowledge of Microsoft Excel, Word and Access.

**Title: Project Manager 2**

**Description:** Manage Project Coordinators and productivity for several projects. Prepare and implement procedures and processes for call center, Interactive Voice Response, forms processing and website; collaborate with Project Managers and Senior Project Administrators, data and IT departments on database structure. Regular communication to clients with project updates; track and manage project hours and client budget; ensure project goals and objectives are accomplished within the prescribed timeframe by ensuring the successful execution of the listed duties. Track and monitor productivity and recommend enhancements for all processes.

**Experience, Skills and Education:** Possess all skills of a Project Coordinator. Previous project management decision-making experience or Bachelor's degree. Intermediate working knowledge of Microsoft Excel, Word and Access.

**Title: Project Manager 3**

**Description:** Delegate work assignments appropriately and set priorities for the project team in order to provide efficient and cost effective project management results; coach, train and mentor project team members. Apply project management knowledge, skills, tools and techniques to project deliverables, processes, and systems; track and monitor productivity and recommend enhancements for processes. Work with direct reports to develop and implement procedures and processes for call center, Interactive Voice Response, forms processing and website. Communicate with clients regarding project updates,



statistics, reports; understand the breadth of services Rust has to offer and offer them to clients based upon project needs. Accurately and effectively prepare bill with little to no supervision from billing staff or Senior Project Administrator.

**Experience, Skills and Education: Possess all skills of a Project Manager.** Bachelor's degree or previous project management decision-making experience. Intermediate working knowledge of Microsoft Excel, Word and Access.

**Title: Senior Project Administrator**

**Description:** Participate in proposal preparation and presentations; review project proposals and plans to determine time frame, funding limitations, and procedures for accomplishing project, staffing requirements, and allotment available resources to various phases of projects. Responsible for assisting with projects, staffing and work flows to maximize efficiency and effectiveness of all projects. Responsible for client relations regarding project planning, reporting and management; plan, direct and coordinate activities for designated projects to ensure that goals and objectives of the project are accomplished within the prescribed timeframe and budget; direct and coordinate activities of project personnel to ensure projects progress with high quality service. Work with internal and external vendors on database operations, printing, mailing, forms processing, and call center activities. Establish and maintain a positive, accessible, and involved leadership and managerial presence with a high level of integrity; supervise, train and mentor project staff; conduct effective and timely performance appraisals and evaluations; track productivity, billable hours and overall project costs to minimize write downs and comply with project standards and margin requests. Review operations and recommend adjustments or changes that improve the process.

**Experience, Skills and Education:** Bachelors or Masters Degree is required. Eight years or more of business experience or previous project management experience in the administration of class actions. Ability to manage, train and motivate staff.

**Title: Business Analyst**

**Description:** Serve as a liaison to IT during the proposal phase of a case/matter; collaborate with the project team to develop business requirements by defining tasks, timelines and resources; prepare an initial assignment or recommendation for technology resources that will be required from the technology service teams. Accountable for the infrastructure, data and application development components of the work plan, schedule, risk management, and issue resolution. Review and provide recommendations on projects and system enhancements to the project stake-holders. Write requirements and specifications according to standard templates and project specific needs; break down high-level business and project requirements into functional units of work suitable for use by the IT staff. Enter, manipulate and report on requirements stored in a project tracking facility; review tasks and work plan after implementation to ensure compliance to specification and cost while participating in requirements prioritization. Accountable for the IT components of the project plan, schedule, risk management, change management and issue resolution. Investigate and implement ways to reuse requirements across projects; develop standards, with opportunity to contribute to the effectiveness of the organization. Participate where required in technical training programs and conduct user training.



**Experience, Skills and Education:** Bachelor's degree and 3+ years experience in project management/business analysis gathering technical requirements. Knowledge and previous work with tools such as CaseWorx, VI, Word, PowerPoint, Visio and Excel.

**Title: Quality Analyst**

**Description:** Verify and validate the accuracy of the work performed by the project team and IT; review data intake and data loads electronically captured to ensure they are properly interpreted and uploaded into the project database and that all control totals and transaction counts agree; analyze data and the applications of the requirements of the settlement agreement to identify inconsistencies. Review dynamic web sites, outgoing mail files, large cure files, and check files to ensure accuracy; test calculations and approved allocation of funds for distribution; thoroughly and accurately capture and record findings from each analysis and inspection. Ensure that each settlement is administered within company standards. Work on a per request basis with Business Analyst and the Product Manager to develop new reports, functions, and capabilities in ISIS to improve user functionality and efficient processes; test each newly added function, report and calculation. Assist in the identification of high risk areas within a given project and provide risk mitigation suggestions and quality inspection processes to project management. Document and communicate risks, issues, and lessons learned at the project level and to project team personnel as requested and needed. Actively provide feedback to project management on improvements pertaining to both quality and efficiency for projects and processes; recommend and facilitate formal lessons learned reviews to assist the organization in achieving the highest levels of performance and accuracy possible.

**Experience, Skills and Education:** 1-2 years of project management, financial services or settlement administration experience, advanced computer skills including Excel, Access, Visio, Project and SQL.

**2. Maximum Order:** \$1,000,000

**3. Minimum Order:** \$100.00

**4. Geographic Coverage:** Domestic delivery only.

**5. Point of Production:** Minneapolis (Hennepin County), Minnesota

**6. Discount From List Prices or Statement of Net Price:** Prices shown are net prices.

**7. Quantity Discounts:** None.

**8. Prompt Payment Terms:** None.

**9a. Notice that Government Purchase Cards are Accepted At or Below the Micro-Purchase Threshold:** Yes.



**9b. Notice that Government Purchase Cards are Accepted Above the Micro-Purchase Threshold:**

Yes.

**10. Foreign Items:** Not applicable.

**11a. Time of Delivery:** As specified by the agency at the task order level.

**11b. Expedited Delivery:** Not applicable.

**11c. Overnight and 2-day Delivery:** Not applicable.

**11d. Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**12. F.O.B. Points:** Destination

**13a. Ordering Address:** Rust Consulting, Inc.  
625 Marquette Ave, Suite 880  
Minneapolis, Minn. 55402

**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:** Rust Consulting, Inc.  
625 Marquette Ave, Suite 880  
Minneapolis, Minn. 55402

**15. Warranty Provision:** Not applicable.

**16. Export Packing Charges:** Not applicable.

**17. Terms and Conditions of Government Purchase Card Acceptance:** 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:** Not applicable.

**24b. Section 508 Compliance:** Not applicable

**25. DUNS Number:** 942241134

**26. Notification Regarding Registration in Central Contractor Registration Database:** Rust Consulting, Inc. has registered with the Central Contractor Registration (CCR) Database.

## Capability Statement

Rust Consulting, Inc. has 35 years experience providing fund distribution, project management, claims adjudication, database management, notification, and call center services to customers in the public, legal, and business sectors. Rust has successfully carried out more than 3,000 mission-oriented business programs and distributed billions of dollars for customers including Fortune 500 companies, the FTC, the SEC, the Department of Justice, the Department of the Treasury, the U.S. Secret Service, the Department of Labor, FINRA, the EEOC, and attorneys general of all 50 states.

Our internal data and system security practices meet or exceed today's exacting industry standards. Unlike many competitors, Rust has received system accreditation under the Federal Information Security Management Act (FISMA) and undergoes an annual SSAE 16 (formerly SAS70) Type II audit of our data security and information technology controls designed to demonstrate our substantial level of data and system security.

Rust employs a highly qualified professional staff of 550 with backgrounds and disciplines including project management, Information Technology, finance, law, and operations. This cross-functional, innovative team includes experts in their respective disciplines, such as CPAs, MBAs, Ph.Ds., and attorneys. Our vice presidents average nearly seven years experience with Rust, while our 70 project managers have 330 years of combined Rust experience.

Headquartered in Minneapolis, Rust also has offices nationwide. To serve program needs, we have established temporary, on-site offices in domestic and international locations.



**Core Capabilities**

- Claims Appeal Processing
- Project Management
- Call Centers
- Claims Adjudication
- Database Management
- Notification

