



Portfolio Recovery Associates, Inc., d/b/a RDS GS-23F-0130P

**Portfolio Recovery Associates, Inc., d/b/a RDS  
2317 Third Avenue North  
Birmingham, AL 35203**

Phone: 205-423-4137

Fax: 205-423-4099

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

## **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

Contract Number: GS-23F-0130P

RDS is a wholly owned subsidiary of Portfolio Recovery Associates (PRA), devoted exclusively to providing administrative, management and back-office revenue enhancement support services to government. RDS focuses on Tax Administration, Revenue Discovery/Recovery, Compliance Audit Examination and Delinquent Receivables Collection. For over 25 years, we have been successful in implementing and administering outsourced tax administration, discovery and audit examination revenue processes specifically tailored to the needs of our government clients. RDS is committed to delivering government solutions based on outstanding value, competitive pricing, compliance and exceptional customer service.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules at [fss.gsa.gov](http://fss.gsa.gov).

GS-23F-0130P RDS, a wholly-owned subsidiary of Portfolio Recovery Associates, Inc. SIN 520-4, 520-13 & 520-15, Financial and Business Solutions (FABS): DEBT COLLECTION SERVICES. COMPLEMENTARY FINANCIAL MANAGEMENT SERVICES; OUTSOURCING OF RECURRING COMMERCIAL ACTIVITIES FOR FINANCIAL MANAGEMENT SERVICES;



Contract Period: February 4, 2004 to February 4, 2009 with three five-year options.  
Contractor Name: Portfolio Recovery Associates, Inc., d/b/a RDS  
Address: 2317 Third Avenue North  
Birmingham, AL 352303  
Phone Number: (205) 423-4137  
Toll free: (800) 556-7274  
Fax Number: (205) 423-4099  
Web site: [www.revds.com](http://www.revds.com)  
Contact: Steve Rowley  
Web Address: [sprowley@revds.com](mailto:sprowley@revds.com)  
Business size: Large  
Prices Shown Herein are Net (Discount Deducted)  
Date: 11/29/04 amended

## CUSTOMER INFORMATION

### 1a. Table of Awarded Special Item Numbers

SIN 520-4 Debt Collection Services
SIN 520-13 Complementary Financial Management Services
SIN 520-15 Outsourcing of Recurring Commercial Activities for Financial Management Services

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## 1.b. Pricing

### SIN 520-4 Debt Collection Services

#### Service Fees

Administration Resolutions: \$100.00

Litigation Preparation Fee: \$100.00

Contingency Fee: 25%

RDS provides debt collection services that include but is not limited to the following:

- Collects on delinquent/defaulted loans/assets
  - performs collection activities
  - provides information to ensure delinquent/defaulted borrowers understand the collection process, their benefits, rights, and responsibilities
  - recovers a debt from its endorser when a debt becomes delinquent
  - ensures 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
  - complies with the regulatory requirements for Administrative Wage Garnishment (AWG)
  - determines if the borrower is eligible for possible AWG
- Litigation preparation
  - determines a borrower's ability to repay
  - submits a case file for approval
- Administers deferments and forbearances
- Discharges loans due to death, disability, bankruptcy, false certification, etc.

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**SIN 520-13 Complementary Financial Management Services**

Assess and improve financial management systems, financial reporting and analysis, strategic financial planning, financial policy formulation and development. Devise and implement performance measures, conduct special cost studies, perform actuarial services, perform economic and regulatory analysis, assist with financial quality assurance efforts, perform benchmarking. Examples of Financial Management Systems Services includes but is not limited to: Assess and improve financial management systems, conduct A-127 system compliance reviews, conduct other system assessments to improve operating efficiency, effectiveness, controls, and system performance, assist management with implementing corrective actions, documenting systems, identify systems requirements, plan and develop systems, assess the integrity of financial systems and related data, provide technical assistance in meeting agency financial management system requirements, etc.

**Pricing Model Hourly Rates:**

**SIN 520-13**

Labor Category	2/05/2004-2/04/2005	2/05/2005-2/04/2006	2/05/2006-2/04/2007	2/05/2007-2/04/2008	2/05/2008-2/04/2009
Engagement Director	\$150.23	\$155.49	\$160.93	\$166.56	\$172.39
Engagement Manager	\$129.42	\$133.95	\$138.64	\$143.49	\$148.51
Senior Task Manager	\$108.26	\$112.05	\$115.97	\$120.03	\$124.23
Junior Task Manager	\$71.38	\$73.88	\$76.46	\$79.14	\$81.91
Financial Analyst	\$61.05	\$63.19	\$65.40	\$67.69	\$70.06
Subject Matter Expert	\$131.25	\$135.84	\$140.60	\$145.52	\$150.61

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

Federal agencies are required to comply with OMB Circular No. A-76, "Performance of Commercial Activities," and Circular No. A-76 Revised Supplemental Handbook issued March 1996 prior to outsourcing of recurring commercial activities. Federal agencies are responsible for identifying inherently governmental activities, which are not subject to Circular A-76 or its Supplemental Handbook. As a matter of policy, an inherently governmental activity is one that is so intimately related to the exercise of the public interest as to mandate performance by Federal employees. The Office of Federal Procurement Policy (OFPP) Policy Letter 92-1, dated September 23, 1992 (Federal No. A-76 Revised Supplemental Handbook) Register, September 30, 1992, page 45096), provides guidance on the identification of inherently governmental activities (see Appendix 5 of OMB Circular.

**Pricing Model Hourly Rate:**

**SIN 520-15**

<b>Business Process Outsourcing Includes Data Entry, Word Processing, and Lock Box Services</b>	\$2.44 per transaction
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The rates offered to GSA are the lowest prices offered by RDS to its customers. These rates apply specifically to the labor categories defined in Section 1c.

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## **1c. Labor Category Descriptions and Qualifications: 520-13**

### **Engagement Director:**

Bachelor's degree in relevant business or technical field required. Certified Public Accounting certification also required. Must have 10 years of applicable financial or business consulting experience, including substantial experience in the business associated with client requirements. The engagement director will organize and direct the overall performance. He will ensure that goals and objectives are accomplished successfully within the prescribed timeframe and funding parameters. Negotiates and make decisions for the firm and participates in project status committee meetings to resolve issues.

### **Engagement Manager:**

Bachelor's degree in relevant business or technical field required. Certified Public Accounting certification or Certified Revenue Examiner certification also required. Must have 5-8 years of applicable financial or business consulting experience, including substantial experience in the business associated with client requirements. Responsibilities include engagement planning, supervision, review and completion of work. Monitors the status of the engagement. Advises and consults with Partners, Principals, Heavy Senior Managers, and Senior Managers on all significant developments. Acts as primary liaison to the client. Reviews work papers and oversees the drafting of reports.

### **Senior Task Manager:**

Bachelor's degree in relevant business or technical field required. Certified Public Accounting certification or Certified Revenue Examiner certification also required. Must have 2-5 years of applicable financial or business consulting experience, including substantial experience in the business associated with client requirements. Performs fieldwork and supervises staff professionals. Completes more difficult and technical areas. Analyzes engagement progress and meets regularly with Managers, Senior Managers, Heavy Senior Managers, Principals, and Partners regarding budget and engagement issues.

### **Junior Task Manager:**

Bachelor's degree in relevant business or technical field required. Certified Public Accounting certification or Certified Revenue Examiner certification also required. Performs specifically assigned tasks in accordance with directions provided by senior task manager, engagement managers, or engagement director. Generally, possesses up to 2 years of experience on engagements for the private sector, the federal government or in another specialized area required by a task order.



**Financial Analyst:**

Bachelor's or graduate degree in relevant business or technical field with 7 10 years of experience required. Responsible for the major segments of the financial analysis work. Supervises, directs and participates in the efforts of the staff financial analyst in the performance of tasks as outlined in the engagement plan. Coordinates analyses with subordinate and related activities. Exercises supervisory control over some field personnel and reviews work products prior to submission to the engagement director for approval. Summarizes the results of financial analyses for consideration by the engagement director. Conducts on-site quality control of financial analysis work.

**Subject Matter Expert:**

This individual has over 20 years of industry experience, lectures often and is recognized as a world-class specialist. These individuals will be utilized on a short-term, limited basis to resolve complex financial, agency, and capital market issues. These individuals have specialized experience such as advising industry leaders and governments in financial soundness, technical opportunities, asset management, risk, and valuation issues. Has an undergraduate or graduate degree. They will be utilized on a limited, "as needed" basis within individual task order assignments.

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- 1c. Hourly rates: Not applicable.
2. Maximum order: \$1,000,000
3. Minimum order: \$300.00
4. Geographic coverage (delivery area): Nationwide
5. Point(s) of production (city, county, and state or foreign country): Birmingham, Alabama (Jefferson County)
6. Discount from list prices or statement of net price: Not applicable
7. Quantity discounts: Not applicable
8. Prompt payment terms: Not applicable
- 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. Yes
10. Foreign items: Not applicable.
- 11a. Time of delivery: Engagement/contract dependent
- 11b. Expedited delivery: As negotiated.
- 11c. Overnight and 2-day delivery: Is available.
- 11d. Urgent requirements: See contract clause I-FSS-14-B. Agencies can contact the contactor for contract administration to obtain faster delivery. Per contract, engagement dependent.
12. F.O.B. point(s): Destination.
- 13a. Ordering address:  
RDS  
2317 Third Avenue North  
Birmingham, AL 35203
- 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:  
RDS  
2317 Third Avenue North  
Birmingham, AL 35203

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15. Warranty provision: Standard commercial warranty.
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. 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/](http://www.Section508.gov/).
25. Data Universal Number System (DUNS) number: 118959001
26. Notification regarding registration in Central Contractor Registration (CCR) database: Registered. Registration valid to 7/27/2007.

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## **COMPANY INFORMATION:**

**RDS** is a wholly owned subsidiary of Portfolio Recovery Associates (PRA) that specializes in providing governments and public entities with a full range of revenue enhancement services, including Revenue Administration, Revenue Discovery and Recovery, Aged-Receivables Management and Compliance Auditing. RDS is a highly qualified firm with an outstanding past performance record in working with public sector entities to undertake the collection of delinquent taxes, fees and other charges owed to our clients. RDS' offices are located in Birmingham, AL.

For more than 25 years, RDS has provided cost effective, high value solutions and ancillary services to more than 285 cities and counties. Presently, we manage more than 500 professional service contracts for public entities. We offer these clients our commitment to use state-of-the-art technology and industry-leading software to manage and collect the highest possible return on delinquent accounts in a manner that shows respect for their customers and constituents and in compliance with all applicable regulations and with the highest professional standards.

RDS employs a full-time professional collections staff, documented processes, and robust systems technologies to ensure the accurate assessment and successful collection of delinquent taxes, fees and other charges, in accordance with the Fair Debt Collection Practices Act (FDCPA), the Health Insurance Portability and Accountability Act (HIPAA) the Fair Credit Reporting Act (FCRA), and the Fair and Accurate Credit Transactions Act (FACTA). RDS is an active member of the American Collectors Association (ACA) and subscribes to the ACA Collection Practices Code of Ethics.

Historically, RDS has been a regional company, providing revenue discovery and recovery services to local governments in Alabama and neighboring states. As a result of our acquisition by Portfolio Recovery Associates in 2005, we are now part of a national company able to offer the same services nationwide. Through PRA, RDS is licensed to collect debt in all states for which such a license is required.

Portfolio Recovery Associates (**PRA**), our parent company, is a full service provider of outsourced receivables management and related services, based in Norfolk, Virginia, and chartered in Delaware. PRA has more than 1,200 employees in four states - Virginia, Kansas, Nevada and Alabama - and has acquired in excess of \$13 billion of accounts and 7,000,000 customer relationships since its founding in 1996. PRA went public in 2002 and is traded on the NASDAQ as PRAA. Annual Reports and audited financial statements from PRA are available at <http://www.portfoliorecovery.com>, and provide proof of PRA's financial stability.

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## **Business Core Competencies Summary:**

### **Revenue Discovery/Recovery (available under 520-4)**

*RDS discovers and recovers previously unknown revenues due to governments from unlicensed or non-compliant taxpayers.*

RDS has an established and proven Revenue Discovery & Recovery process for comparing multiple taxpayer databases to identify, assess, and collect revenues due from businesses that may be operating within a jurisdiction without proper licensing and/or without paying appropriate taxes.

RDS uses sophisticated decision analytics and business intelligence tools to determine patterns indicative of potential non-compliance among existing taxpayers. Using the taxpayer database, we generate statistical models designed to identify taxpayers falling farthest outside of normal ranges. For example, our system scores taxpayers according to deviations both from the taxpayer's own pattern of receipts and payments (e.g. by comparing returns from the same taxpayer from one year to the next), and also by comparing each taxpayer's returns with the normal ranges evidenced by comparable taxpayers.

### **Aged Receivables Management (available under 520-4)**

*RDS pursues and collects delinquent debts known to be owed to governments.*

RDS offers a politically sensitive and experienced approach to collecting unpaid debt. Our proven process addresses specific client needs while following the Fair Debt Collection Practice Act (FDCPA) and respecting the rights of the debtors, understanding clearly they are our clients' constituents.

Our aged receivables management software is a powerful debt collection and recovery management system designed to support the debt collection and recovery industries. In addition, we are equipped with the most sophisticated and powerful skip trace resources in the industry. Because we are licensed in every state, RDS can locate and collect from debtors anywhere in the country. Our system also includes secure Web access for both clients and debtors. Debtors can use our secure Web portals to make payments online, and clients can view accounts or create their own real-time reports.

Typical types of debt RDS collects:

- Taxes including: alcohol, gas, lodging, rental/lease, tobacco, sales/use, severance, insurance premiums
- Court fines & fees
- Utility, water and sewer service bills
- Business license fees
- Occupational taxes
- Parking tickets, moving violations, unpaid tolls and red light camera violations
- Emergency medical services
- Real/Personal property tax

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## **Compliance Auditing (available under 520-13)**

*RDS identifies and recovers additional revenues and ensures ongoing compliance through professional auditing of taxpayers identified as at-risk for non-compliance.*

Specifically, we offer a range of auditing services focused on taxpayer or “revenue source” compliance. We perform thorough onsite taxpayer audits at both the local and the national level by searching for financial-related or management inaccuracies, fraud or inadvertent irregularities. The process includes the review of recent and past filing and payment history.

RDS performs audits nationwide including:

- Business taxes
- Franchise fees
- Hotel/motel tax
- Right of way usage
- Charter compliant revenue sources
- Unclaimed Property
- Local taxes: alcohol, gas, lodging, rental/lease, tobacco, sales/use, severance

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## **Revenue Administration (available under 520-15)**

*RDS provides complete revenue administration services that reduce the processing burden on local governments.*

Our Revenue Administration service provides government entities with a comprehensive, end-to-end, outsourced revenue deliverable. This service delivers all of the critical business processes necessary to the professional management and effective stewardship of a government's existing revenue sources. Using a disciplined and trained staff, plus interactive web technology and a secure facility and systems, RDS provides a procedurally complex service including:

<u><i>New Client Set-up</i></u>	Create forms and reports, set up secure web access, and download new and updated account information
<u><i>Taxpayer Registration</i></u>	Create taxpayer database from client database, web, phone, fax or mail; or through audits, data mining, or lists from other government sources
<u><i>Taxpayer Notification</i></u>	Provide forms and instructions by mail or online, initiate phone calls to taxpayers, or send reminders
<u><i>Form/Payment Processing</i></u>	Receive data and input into system, match batch forms with payments, deposit checks, scan forms, post to taxpayer account, and disburse payments
<u><i>Reconcile Returns and Initiate Compliance Efforts</i></u>	Reconcile filings and payments; verify accuracy of filing; apply late fees, penalties or interest; identify underpayments and refer to compliance process
<u><i>Taxpayer Services</i></u>	Provide prompt and effective customer service, quarterly newsletter, online forms, rates and instructions, toll-free support number and e-filing and payment options
<u><i>Detailed Reporting</i></u>	Detailed reporting available in hard copy and online, including detailed payment listing, daily/weekly/monthly reconciliation reports, delinquency reports

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