

General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price
List

Reference Text File for Transworld Systems
Inc. GS-23F-0190R

Under SIN 520-4, Debt Collection Services (GS-23F-0190R)

Schedule Title: Financial and Business Solutions
FSC Group: 520
Contract Number: GS-23F-0190R
Contract Period: June 8, 2005 to June 7, 2010
Data Universal Number System (DUNS): 06-303-5471

Contractors Information:

Transworld Systems Inc.
2235 Mercury Way, Suite 275
Santa Rosa, CA 95407
Telephone: (707) 236-3800
Internet Address:

www.transworldsystems.com

Flash Video Commercial & Consumer Collections

(Media Player or Quicktime required):

http://www.transworldsystems.com/video/gogreen_video.html

Medical Collections

(Media Player or Quicktime required):

<http://impactmovie.com/Transworld>

Contract Administration Source:

Ken Eissing, Contract Administrator
[Email: Ken.Eissing@corp.transworldsystems.com](mailto:Ken.Eissing@corp.transworldsystems.com)
Direct: (314) 576-1867

SALES SUPPORT

Mike Buske

Program Manager Government Services

Email:

mike.buske@transworldsystems.com

Telephone: (281) 480-1977 Ext # 4

Direct: (281) 480-2925

Toll Free: (866) 480-2925

Fax number: (281) 488-2530

Marty Lyon

Government Services

Email:

marty.lyon@transworldsystems.com

Telephone: (847) 640-6290 Ext. #5

Cell: (847) 910-1575

Fax: (847) 709-0449

Business size: Large

Transworld is a nationwide company with 80 locations and 500 employees + 700 associates.

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 GSA *Advantage!* is: GSAAdvantage.gov.

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

Executive Summary

Transworld Systems Inc. (TSI) is in the business of profit recovery. We lead the collections industry in providing better tools to businesses for recovering bad debt and accounts receivable. TSI clients include banks, hospitals, retailers, universities, cities, manufacturers, government agencies and any other organizations that extend credit and accept checks. We market our AR/collection services under the GreenFlag brand name.

NCO Financial is the parent company of Transworld Systems.

Over 60,000 businesses currently entrust Transworld Systems with their slow-pay and non-paying accounts. Last year, we recovered over \$750 million. Over last 5 years we have recovered 2.5 Billion at a cost of 7 cents on the dollar collected. Transworld Systems success rate is almost 4 times the industry average. Hard core agencies collect approximately 14% of debt assigned with a cost that runs between 20% and 50%. TSI consistently delivers the highest recovery rates at the lowest cost on a national scale. With 80 offices no one has the national footprint like TSI, providing local impact on a nationwide scale to affect debtors (business and consumer) where they live.

Transworld Systems low, fixed fee averages less than \$10.00 per account, regardless of the accounts balance. Our clients submit their accounts in an earlier stage of delinquency, generally between 60 and 90 days old. The opportunity for successful recovery is significantly greater during this period.

Proven results from an industry leader:

From 1998 to 2003, TSI under contract V101(93)P-1645 helped the Department of Veterans Affairs resolve over \$500 million, a 75% resolution, collect over \$250 million in insurance receivables for a cost of 2.5%. Transworld attributes its success to its fixed fee pricing, the content of its written demands and its national impact with over 39 years of experience.

Transworld Systems mission is to provide clients with the most effective receivables management system while creating cash flow directly to you, eliminating friction between creditor and client and providing results where profits aren't lost to a percentage agency.

The value that Transworld brings is by averaging a “fixed fee” collection cost prior to paying a percentage, will reduce the overall collection expense. Transworld will also work each account regardless of balance exactly the same, therefore no skimming of accounts which means more money collected, especially on small dollar balance accounts. **Note: TSI’s 56% recovery percentage and 7% cost is an average of all-industries combined. According to the American Collectors Association (ACA), the average recovery rate by all agencies is 14% with an average cost of 33%.**

Debt types:

Bad Checks	Business loans
Child support	Corporate taxes
County and state school taxes	Emergency medical service receivables
Government overpayments	Highway and government property damages
Health education loans	Individual income taxes
Insurance claims	Late Fees (Books, Equipment, etc)
Medical Bills (Hospital & Clinic)	Moving traffic violations
Non-compliance fines and fees	Parking tickets
Permit and licensing fees	Property Taxes
Sales and use taxes	Statutory fines and fees
Student loans and tuition fees	Utility debts (water, sewer, electric, gas)
Withholding taxes	or any other legal debt

Customer Information

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SIN Number: 520-4, Debt Collection Services

1b. Awarded Pricing

Service Type:**SIN 520-4**

Estimated Usage for Purchase Order contract	GSA Price Per Account
1. 150,000 Account or Greater	\$4.80 per Account
2. 100,000 to 149,999 Accounts	\$5.00 per Account
3. 75,000 to 99,999 Accounts	\$5.26 per Account
4. 50,000 to 74,999 Accounts	\$5.52 per Account
5. 25,000 to 49,999 Accounts	\$6.03 per Account
6. 15,000 to 24,999 Accounts	\$6.58 per Account
7. 10,000 to 14,999 Accounts	\$7.04 per Account
8. 5,000 to 9,999 Accounts	\$7.59 per Account
9. 2,500 to 4,999 Accounts	\$8.05 per Account
10. 1,000 to 2,499 Accounts	\$8.85 per Account
11. 500 to 999 Accounts	\$9.57 per Account
12. 250 to 499 Accounts	\$11.08 per Account

Prices shown herein are net (discount deducted).

1c. For labor category description: Not applicable

2. Maximum order. 1000000

3. Minimum order. 300

4. Geographic coverage (delivery area).

Nationwide including Puerto Rico and Hawaii

5. Point(s) of production (city, county, and State or foreign country).

Transworld Systems has customer service centers and written demand letter production offices in the following locations:

Location	Address
Rohnert Park, CA	2235 Mercury Way, Suite 275 Santa Rosa, CA 95407-5413 Main Phone: 707-236-3800
Westbury, NY	751 Summa Ave. Westbury, NY 11590 Main Phone: 281-480-1977 Toll Free: 866-480-2925

6. Discount from list prices or statement of net price.

Blanket Purchase Agreement discount (to be negotiated)

7. Quantity discounts.

Negotiate discounts on quantity and length of contract offered

8. Prompt payment terms.

none

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

Yes, at the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

Yes, at the micro-purchase threshold.

10. Foreign items (list items by country of origin).

N/A

11a. Time of delivery.

15-Days, unless special programming is required

11b. Expedited Delivery.

Items available for expedited deliveries are noted in this price list.

11c. Overnight and 2-day delivery.

Items are available overnight and 2-day delivery. Customers can contact Transworld Systems for rates for overnight and 2-day delivery.

11d. Urgent Requirements.

Customers can contact Transworld Systems and advise the Contract Administrator to affect a faster delivery.

12. F.O.B. point(s).

Destination

13a. Ordering address(es).

Mike Buske: 1560 W. Bay Area, Suite 240
Friendswood, TX 77546

Marty Lyon: 25 Northwest Point, Suite 750
Elk Grove Village, IL 60007

13b. Ordering procedures:

[For supplies and services, the ordering procedures, information on Blanket Purchase Agreements \(BPAs\), 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(es).

1560 W. Bay Area Blvd, Suite 240
Friendswood, TX 77546

15. Warranty provision.

Transworld Systems services are in warranty for the entire length of any contract including any storage of sensitive information after contract closure.

16. Export packing charges, if applicable.

N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

No special terms or conditions

18. Terms and conditions of rental, maintenance, and repair (if applicable).

N/A

19. Terms and conditions of installation (if applicable).

N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).

N/A

20a.

N/A

21. List of service and distribution points (if applicable).

150 Service points in the US including Puerto Rico and Hawaii

2 Distribution Points:

5880 Commerce Blvd. Rohnert Park, CA

751 Summa Ave. Westbury, NY

22. List of participating dealers (if applicable).

N/A

23. Preventive maintenance (if applicable).

N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

N/A

24b. N/A

25. Data Universal Number System (DUNS) number.

06-303-5471

26. Notification regarding registration in Central Contractor Registration (CCR) database.

Yes

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DEBT COLLECTION.