

General Services Administration

Federal Supply Services

Authorized Federal Supply Schedule Price List

Financial and Business Solution

FCS Group 520

Contract #: GS-23F-0235K

Contract Period: September 18, 2002 May 9, 2010

Supplement I (Version I)

Account Control Technology, Inc.

6918 Owensmouth Ave.

Canoga Park, CA 91303

PH: (800) 394-4228

FX: (818) 703-0795

www.accountcontrol.com

Contract Administrator / (POC): Mr. Dale Van Dellen

PH: (800) 394-4228 Ext. 278

FX: (818) 703-0795

E-Mail: dvandellen@accountcontrol.com

Business Size: Small

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 GSA Advantage! Is: GSAAdvantage.gov.

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

Prices Shown Herein are Net (Discount Deducted).

Federal Supply Service

Authorized Federal Supply Schedule Price List

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Schedule Title

Financial and Business Solutions Services

FSC Group - 520

Contract Number

GS-23F-0235K

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

Contract Period

August 22, 2002 to August 21, 2007 with three five-year options

Contractor s name, address, and phone number

Account Control Technology, Inc.

6918 Owensmouth Ave

Canoga Park, CA 91303

Toll Free 800-394-4228 ext. 278

Fax 818-712-4979

Web Site: www.accountcontrol.com

Contract administration source

Dale J Van Dellen

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Facsimile: [\(818\) 703-0795](tel:8187030795)

Email: dvandellen@accountcontrol.com

Authorized Negotiator

Donald G. Taylor

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Email: dtaylor@accountcontrol.com

Business Size

Small Business

Customer Information

Account Control Technology, Inc. (ACT) is a small, women owned business enterprise founded on the principle of providing superior customer service to our clients and to the delinquent/ defaulted student loan borrower. Established and incorporated in 1990, ACT was formed with the intent of using the best ideas, concepts and sound business practices from some of the collection industry s most successful organizations melded with the desires and concerns of our clients, to create the most responsive and user-friendly collection agency in the industry.

By the same token, we have found that large businesses find it more and more difficult to adopt change or to experiment in order to find better ways of collecting overdue debts. As a small business, ACT can and has moved quickly and proactively in ways to incorporate new ideas and concepts in concert with our clients. Also, the fact that we are a small business allows us to afford more focused attention on our client s accounts than the larger firms.

ACT currently provides nationwide collection and default aversion services to more than 432 clients representing two and four year colleges and universities, FFELP guarantors, national student loan servicers, government agencies, and private loan programs. This is a significant achievement for a small business competing against large multi-office collection agencies 10 to 20 times larger.

The key to our resounding level of client satisfaction is the quality, integrity and work ethics of our staff in pursuing our client s mission. At all levels, we understand the necessity of surrounding ourselves with honest, decent and hard working people. ACT is only as strong as the people that make up our company. As we grow, we have continued to focus on the importance of staffing and listening to our clients. Some of the benefits of choosing ACT are:

A customer-centric approach, using our consultive collections method that has resulted in superior recoveries with fewer problems and rejections than our competitors.

An automated collection system to monitor contract compliance and ensure due diligence.

Nationwide and International automated and electronic skip tracing.

Compliance with all U.S. Department of Education regulations and requirements, Fair Debt Collection Practices Act and the Federal Fair Credit Reporting Act.

A best-in-class timely, responsive customer service program.

Online capability to view and monitor accounts in the client s inventory and to view the history and statistics reports summarizing the client s inventory activity and recovery

A creative management team experienced in student loan collections and committed to high standards of business practices and ethics. Our company employs an educated work force with a well-developed work ethic.

Licensed in any state where our work requires such licenses and bonding/insurance coverage to fully protect all clients interests.

An accounting system that maintains the most current updated borrower information by performing monthly client account reconciliation.

Customer-Centric Approach

We believe the collection industry is has changed significantly for both the client and the delinquent/defaulted borrower. While we have found ways to become more effective in our use of technology, at the same time the borrower has become more educated about our business. The old way of collecting using more forceful means simply is not as effective. The larger collection firms cannot rid themselves of the old collection methods because of their cumbersome structure or collection staff who are set in their ways. Similarly, other small businesses that have little or no nationwide experience in student loan collections are not well versed in today s borrower friendly environment. They too rely on the swift hit hard or miss old style collection tactics. Change for them, even as a small business is difficult. They do not have a solid base of collectors experienced with student borrowers.

At ACT, we have adopted a customer-centric approach using the consultive collection method, and have proven that treating individuals with respect and courtesy in the collection process can yield excellent results. This doesn t mean believing what every borrower says, but it does mean a simple objective method of communication works. In addition to receiving excellent results, it also means ACT elicits less adverse borrower reaction and receives fewer complaints.

An overwhelming percentage of our clients agree that there are three major areas of concern in using a collection firm. The three areas are:

- **Results:** Every client desires the best results in recovering the most dollars from the borrower. However, the focus is now on working with the borrower to ensure they are paying what is reasonable according to their individual circumstances.
- **Complaints:** As a general rule, complaints have risen over the past several years with the sophistication of the borrower. Today, the borrower doesn t just complain to our management, they now involve our clients top-level executives or their elected representatives.
- **Communication:** Both verbal and electronic communication forms the basis for the client relationship. With the ever-increasing use of technology we are all more up to date. But,

this comes with a price as system errors and incorrect data transfer can create major problems. ACT believes in data integrity.

User-Friendly/Customer Service Attitude

Where ACT is different from our competitors is that we have listened to our clients. All three areas are important, but not at the expense of another. No client is willing to accept large numbers of complaints to achieve a small increase in results. Nor is the client willing to tolerate major communication problems even if the results are marginally higher. ACT focuses on delivering a balanced performance in all three critical areas. What this means to the client is ACT may not always be the number one performer but we will give excellent results, receive minimal complaints and make every effort to ensure that communication ongoing and is problem free.

Finally, the key to our success is the quality, integrity and work ethics of our staff. At all levels, we understand the necessity of surrounding ourselves with honest, decent and hard working people. ACT is only as strong as the people that make up our company. As we grow, we have continued to focus on the importance attracting and maintaining the highest quality of staff.

ACT s Commitment

ACT demonstrates time and again how our clients benefit from ACT s extensive corporate experience, management and staffing capabilities, and technical expertise in the collection of defaulted student loans and accounts. More than merely being qualified to provide collection services, ACT seeks to enter into a long-term partnership with YOU. ACT provides the following advantages:

A Proven Track Record - of performance in collecting defaulted student loans for major colleges and universities, guaranty agencies, and the U.S. Department of Education.

A Unique Collections Strategy - including a customer-centric approach, using our consultative collections method, which ensures achieving maximum account resolution and recovery with minimal adverse borrower complaints.

A Quality Control Plan - consisting of superior contract and operational oversight, utilizing continuous monitoring and systematic exception reporting to ensure contract compliance.

The Flexibility of a Small Business Enterprise - that is not immobilized by the old school collection philosophy or hard core collection tactics, but rather can respond to the constantly changing, fluid collection industry.

The Diversity of a Woman Owned Enterprise - founded on the principles of providing excellent customer service to our clients as well as to the debtor, whom are the basis for our business existence.

The Results of a Large National Collection Agency - knowing that we are not the biggest, (and do not aspire to be), we are very selective as to which clients we pursue in order to maintain the highest levels of performance as well as client satisfaction.

An Expert Work Plan because we know higher education collections, we provide the most technically sound and time tested procedures for collecting defaulted educational debt, as you will read in the following technical specifications.

Equal Opportunity Employer - ACT is an Equal Opportunity Employer and complies with all Affirmative Action laws. ACT was complemented for its diverse workforce and adherence to our Affirmative Action plan.

ACT acknowledges the fact that there are many collection firms available that are larger, but very few that deliver better results, especially with less adverse borrower reaction. Additionally, our organization prides itself on the fact that we are unquestionably a user-friendly agency. We collect receivables and handle your borrowers the way you would, because we view this project from the client's perspective.

1a Special Item number(s):

SIN 520-4 Debt Collection

1b. Pricing:

Service Fee

Administration Resolutions \$109.00

Litigation Preparation \$119.70

CONTINGENCY FEES

Service Fee

Collection/Administrative Wage Garnishment 21.75%

Loan Consolidation 11.75%

FDSL Loan Consolidation

FFEL Loan Consolidation

Loan Rehabilitation 16.00%

*Pricing reflects all discounts.

1c. Hourly Rates

N/A

2. Maximum order

\$1,000,000.00

3. Minimum order

\$300.00

4. Geographic coverage (delivery area)

Domestic and Overseas

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

Canoga Park, CA (Los Angeles County)

Bakersfield, CA (Kern County)

6. Discount from list prices or statement of net price

N/A

7. Quantity discounts

N/A

8. Prompt payment terms

N/A

9a. Government purchase cards are accepted up to the micro-purchase threshold

Yes

9b. Government purchase cards are accepted above the micro-purchase threshold

Yes

10. Foreign items

N/A

11a. Time of delivery

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

N/A

11d. Urgent Requirements

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies 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 agency, 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. point(s)

Destination

13a. Ordering address(es)

Account Control Technology, Inc.

6918 Owensmouth Ave

Canoga Park, CA 91303

13b. Ordering procedures

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 (fpa.gsa.gov/schedules).

14. Payment addresses

Account Control Technology, Inc.

6918 Owensmouth Ave

Canoga Park, CA 91303

Contact: Lida Mansuryan 800-394-4228 ext. 214

15. Warranty provision

N/A

16. Export packing charges, if applicable

N/A

17. Government purchase card acceptance

Yes

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 (if applicable)

N/A

20a. Terms and conditions for any other services (if applicable)

N/A

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

N/A

22. List of participating dealers (if applicable)

N/A

23. Preventive maintenance (if applicable)

N/A

24a. Special attributes such as environmental attributes

Small Business, Licensed in all states and US Trust Territories

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/.

N/A

25. Data Universal Number System (DUNS) number

78-173-7148

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

Yes