



**RSI ENTERPRISES**  
SUPERIOR PERFORMANCE THROUGH PARTNERSHIP

April 12, 2010

Office of Contracting and Procurement  
Financial Legal and Consulting Commodity Group  
441-4<sup>th</sup> Street, NW, Suite 700 South  
Washington, D.C. 20001

**RE: Response to Best and Final Offer (BAFO) Request, issued April 9, 2010, for Solicitation No. DCCB-2010-R8132 Child Support Collection Services."**

Dear Sir:

Pursuant to the Request for a Best and Final Offer (BAFO), RSI Enterprises, Inc. submits this response, based upon the receipt of Amendment A0003 on April 9, 2010.

In accordance with the BAFO requirements, RSI submits this cover letter (with all required language), a response to Part I – Technical Proposal, a response to Part II – Pricing Proposal and a signed acknowledgment of Amendment A0003. Please find attached and submitted as two separate parts, the PART I-Responses to Technical changes, including the signed acknowledgement of Amendment A0003 and Part II-Responses to Pricing Proposal.

RSI Enterprises, Inc. acknowledges the terms and conditions of the solicitation as amended, and RSI Enterprises, Inc. certifies that this response to the BAFO, together with its original response and revisions (submitted 11/5/2009) to the solicitation constitutes RSI Enterprises' total response to the solicitation. Thank you.

Sincerely,

Lynne F. Wisheart  
Executive Vice President & COO  
RSI Enterprises, Inc.  
(888) 854-4904 Direct  
(602) 627-2338 Facsimile  
[lynne.wisheart@RSIco.com](mailto:lynne.wisheart@RSIco.com)

Cc: Corporate  
File

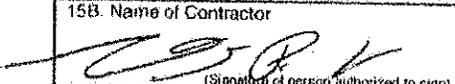
**RSI Enterprises, Inc.**

**Best and Final Offer (BAFO)**

**Solicitation No. DCCB-2010-R8132 Child Support  
Collection Services**

**Part I**

**Response to  
Technical Changes to  
the Solicitation**

|  |  |   |  |   |
|--|--|---|--|---|
| <b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>  |  | 1. Contract Number                      | Page of Pages  |   |
| 2. Amendment/Modification Number   |  | 3. Effective Date                       | 4. Requisition/Purchase Request No.  | 5. Solicitation Caption                   |
| A0003  |  | April 6, 2010                           |  | Child Support Debt<br>Collection Services |
| 6. Issued by:  |  | Code                                    | 7. Administered by (if other than line 6)  |   |
| Office of Contracting and Procurement<br>Financial Legal and Consulting Commodity Group<br>441 4 <sup>th</sup> Street, NW, Suite 700 South<br>Washington, DC 20001   |  |   | Office of Contracting and Procurement<br>Financial Legal and Consulting Commodity Group<br>441 4 <sup>th</sup> Street, NW, Suite 700 South<br>Washington, DC 20001 |   |
| 8. Name and Address of Contractor (No. street, city, county, state and zip code)   |  | 9A. Amendment of Solicitation No.       |  |   |
| Prospective Bidders  |  | X DCCB-2010-R-8132                      |  |   |
| Code   |  | 9B. Dated (See Item 11)                 |  |   |
| Facility   |  | September 23, 2009                      |  |   |
|  |  | 10A. Modification of Contract/Order No. |  |   |
|  |  | 10B. Dated (See Item 13)                |  |   |
| 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  |  |   |  |   |
| <input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. |  |   |  |   |
| 12. Accounting and Appropriation Data (If Required)  |  |   |  |   |
| 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14  |  |   |  |   |
| A. This change order is issued pursuant to (Specify Authority):<br>The changes set forth in Item 14 are made in the contract/order no. in item 10A.  |  |   |  |   |
| B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.   |  |   |  |   |
| C. This supplemental agreement is entered into pursuant to authority of:   |  |   |  |   |
| D. Other (Specify type of modification and authority)  |  |   |  |   |
| E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.  |  |   |  |   |
| 14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)  |  |   |  |   |
| <p><b>Item No. 1:</b> Delete: Section B.3 in its entirety.</p> <p>Insert: Section B.3 as follows on page 2 through 4:</p> <p><b>B.3 PRICE SCHEDULE</b></p> <p><b>B.3.1 Base Period of Performance</b></p>  |  |   |  |   |
| Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.   |  |   |  |   |
| 15A. Name and Title of Signer (Type or print)  |  | 16A. Name of Contracting Officer        |  |   |
| Christian P. Ulrich, President & CEO   |  | Jarbes H. Marshall                      |  |   |
| 15B. Name of Contractor  |  | 15C. Date Signed                        | 16B. District of Columbia  | 16C. Date Signed                          |
|    |  | 4/09/10                                 |    | 4.12.10                                   |
| (Signature of person authorized to sign)   |  |   | (Signature of Contracting Officer)   |   |



**RSI ENTERPRISES**  
SUPERIOR PERFORMANCE THROUGH PARTNERSHIP

April 12, 2010

Office of Contracting and Procurement  
Financial Legal and Consulting Commodity Group  
441-4<sup>th</sup> Street, NW, Suite 700 South  
Washington, D.C. 20001

**RE: Part I - Response to Technical Changes to Solicitation No. DCCB-2010-R8132 Child Support Collection Services.**

Dear Sir:

Pursuant to the Request for a Best and Final Offer (BAFO), RSI Enterprises, Inc. submits this response to Part I-Responses to Technical changes to the Solicitation.

As attested by the signed acknowledgment of Amendment A0003, RSI Enterprises, Inc. accepts, understands and agrees to comply with all technical changes, as amended/outlined in Amendment A0003. RSI Enterprises, Inc. acknowledges the terms and conditions of the solicitation as amended and does not wish to make any edits to its Technical Proposal originally submitted, along with revisions dated/submitted 11/5/2009.

Please accept this letter of acknowledgment, signed Amendment A0003, original technical proposal and corresponding revisions submitted November 5, 2009, as its total Technical Response to this solicitation.

Thank you.

Sincerely,

Lynne F. Wisheart  
Executive Vice President & COO  
RSI Enterprises, Inc.  
(888) 854-4904 Direct  
(602) 627-2338 Facsimile  
[lynne.wisheart@RSIco.com](mailto:lynne.wisheart@RSIco.com)

Cc: Corporate  
File

**RSI Enterprises, Inc.**

**Best and Final Offer (BAFO)**

**Solicitation No. DCCB-2010-R8132 Child Support  
Collection Services**

**Part II**

**Response to Price  
Proposal in  
Accordance with  
Amendment A0003**



**RSI ENTERPRISES**  
SUPERIOR PERFORMANCE THROUGH PARTNERSHIP

April 12, 2010

Office of Contracting and Procurement  
Financial Legal and Consulting Commodity Group  
441-4<sup>th</sup> Street, NW, Suite 700 South  
Washington, D.C. 20001

**RE: Part II - Response to Price Proposal to Solicitation No. DCCB-2010-R8132 Child Support Collection Services.**

Dear Sir:

Pursuant to the Request for a Best and Final Offer (BAFO), RSI Enterprises, Inc. submits this response to Part II-Response to Price Proposal to the Solicitation.

Please find behind this letter, RSI Enterprises, Inc.'s revised Price Proposal in accordance with changes on Amendment A0003.

Please accept this revised Price Proposal as its Best and Final Offer regarding price.

Thank you.

Sincerely,

Lynne F. Wisheart  
Executive Vice President & COO  
RSI Enterprises, Inc.  
(888) 854-4904 Direct  
(602) 627-2338 Facsimile  
[lynne.wisheart@RSIco.com](mailto:lynne.wisheart@RSIco.com)

Cc: Corporate  
File

| Contract Line Item Number (CLIN) | Item Description  | Unit   | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|--|---------------------------|--------------------|-----------------------|
| 0001                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | Percentage of recovered child support payments | 7.5 %                     | \$12,500,000.00    | \$ 937,500.00         |
| 0002                             | Finder's Fee as described in G.4.2  | Per Fee  | \$ 2.50                   | 100                | \$ 250.00             |
| Total for the Base Period        |   |  |                           |                    | \$ 937,750.00         |

**B.3.2 Option Year One Period of Performance**

| Contract Line Item Number (CLIN) | Item Description  | Unit   | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|--|---------------------------|--------------------|-----------------------|
| 1001                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | Percentage of recovered child support payments | 7.0 %                     | \$12,500,000.00    | \$ 875,000.00         |
| 1002                             | Finder's Fee as described in G.4.2  | Per Fee  | \$ 2.50                   | 100                | \$ 250.00             |
| Total for the Option Year One    |   |  |                           |                    | \$ 875,250.00         |

**B.3.3 Option Year Two Period of Performance**

| Contract Line Item Number (CLIN) | Item Description  | Unit   | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|--|---------------------------|--------------------|-----------------------|
| 2001                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | Percentage of recovered child support payments | 7.0 %                     | \$12,500,000.00    | \$ 875,000.00         |
| 2002                             | Finder's Fee as described in G.4.2  | Per Fee  | \$ 2.50                   | 100                | \$ 250.00             |
| Total for the Option Year Two    |   |  |                           |                    | \$ 875,250.00         |

**B.3.4 Option Year Three Period of Performance**

| Contract Line Item Number (CLIN) | Item Description  | Unit   | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|--|---------------------------|--------------------|-----------------------|
| 3001                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | Percentage of recovered child support payments | 7.0 %                     | \$12,500,000.00    | \$ 875,000.00         |
| 3002                             | Finder's Fee as described in G.4.2  | Per Fee  | \$ 2.50                   | 100                | \$ 250.00             |
| Total for the Option Year Three  |   |  |                           |                    | \$ 875,250.00         |

**B.3.5 Option Year Four Period of Performance**

| Contract Line Item Number (CLIN) | Item Description  | Unit   | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|--|---------------------------|--------------------|-----------------------|
| 4001                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | Percentage of recovered child support payments | 7.0 %                     | \$12,500,000.00    | \$ 875,000.00         |
| 4002                             | Finder's Fee as described in G.4.2  | Per Fee  | \$ 2.50                   | 100                | \$ 250.00             |
| Total for the Option Year Four   |   |  |                           |                    | \$ 875,250.00         |

**B.3.6 Grand Total**

| Period of Performance | Estimated Total Price |
|-----------------------|-----------------------|
| Base Year             | \$937,750.00          |
| Option Year One       | \$875,250.00          |
| Option Year Two       | \$875,250.00          |
| Option Year Three     | \$875,250.00          |
| Option Year Four      | \$875,250.00          |
| <b>Grand Total</b>    | <b>\$4,438,750.00</b> |

Name Christian P. Ulrich

Title President + CEO

Signature [Handwritten Signature]

Date 4/09/10



**RSI ENTERPRISES**

WWW.RSICO.COM

**RSI Enterprises, Inc. Proposal for  
Collection Agency Services  
Offered to:**

**Office of Contracting  
and Procurement  
Child Support  
Services Division**

**Washington, D.C.**

**PRICE PROPOSAL**

**REQUEST FOR PROPOSALS  
#DCCB-2010-R-8132  
CHILD SUPPORT DEBT  
COLLECTION SERVICES**

Submitted: November 3, 2009

To: Office of Contracting and Procurement  
441 4<sup>th</sup> St NW, Suite 703 South, Bid Room  
Washington, D.C. 20001

**PRICE SCHEDULE- RSI ENTERPRISES, INC.**

**Base Period of Performance**

| Contract Line Item Number (CLIN) | Item Description  | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|---------------------------|--------------------|-----------------------|
| 0001                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | 7.5 %                     | \$15,087,300.00    | \$1,131,547.50        |

**Option Year One Period of Performance**

| Contract Line Item Number (CLIN) | Item Description  | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|---------------------------|--------------------|-----------------------|
| 0101                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | 7.0 %                     | \$15,087,300.00    | \$1,056,111.00        |

**Option Year Two Period of Performance**

| Contract Line Item Number (CLIN) | Item Description  | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|---------------------------|--------------------|-----------------------|
| 0201                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | 7.0 %                     | \$15,087,300.00    | \$1,056,111.00        |

**Option Year Three Period of Performance**

| Contract Line Item Number (CLIN) | Item Description  | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|---------------------------|--------------------|-----------------------|
| 0301                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | 7.0 %                     | \$15,087,300.00    | \$1,056,111.00        |

**Option Year Four Period of Performance**

| Contract Line Item Number (CLIN) | Item Description  | Fixed Percentage Recovery | Estimated Recovery | Estimated Total Price |
|----------------------------------|---|---------------------------|--------------------|-----------------------|
| 0401                             | Provide debt collection services to recover child support payments in arrears as described in C.3 | 7.0 %                     | \$15,087,300.00    | \$1,056,111.00        |

**Grand Total**

| Period of Performance | Estimated Total Price |
|-----------------------|-----------------------|
| Base Year             | \$1,131,547.50        |
| Option Year One       | \$1,056,111.00        |
| Option Year Two       | \$1,056,111.00        |
| Option Year Three     | \$1,056,111.00        |
| Option Year Four      | \$1,056,111.00        |
| <b>Grand Total</b>    | <b>\$5,355,991.50</b> |

As of October 30, 2009, RSI Enterprises, Inc. was not provided responses to vendor questions from the District. Without this information, RSI is unable to complete the subsequent Cost/Price Requirements, which is directly related to the contingency fee we charge.

As stated in item 1.1 of General Information: "The requirement for submission of cost or pricing data is met when all accurate cost or pricing data reasonably available to the Offeror has been submitted, either actually, or by specific identification, to the District. If not available at the time of submission, as later information comes into the Offeror's possession, it should be promptly submitted to the District in a manner that clearly demonstrates its relationship to, and effect on, the Offeror's cost/price proposal. This requirement continues up to the date of final agreement on price and/or other issues, as agreed upon between the parties.

Based on the above information, RSI submits this price proposal, subject to modification upon receipt of District question and answer amendment.

Christian P. Ulrich  
 Name  
  
 Signature

Resident & CEO  
 Title  
10/30/09  
 Date

**COST / PRICE DISCLOSURE CERTIFICATION**

RFP Number: DCCB-2010-R-8132 Closing Date: NOVEMBER 3, 2009

Caption: N/A Total Proposed Amount: \_\_\_\_\_

The undersigned Christian P. Ulrich

(please print name and title of offeror's authorized signatory) hereby certifies that, to the best of my knowledge, the cost and pricing data (i.e. at the time of price agreement this certification represents that all material facts of which prudent buyers and sellers would reasonably expect to affect price negotiations in any significant manner) submitted was accurate, complete, and current as of October 30, 2009 (date of RFP closing or conclusion of negotiations as appropriate)

The undersigned further agrees that it is under a continuing duty to update cost or pricing data through the date that negotiations, if any, with the District are completed. The undersigned further agrees that the price, including profit or fee, will be adjusted to exclude any significant price increases occurring because the cost or pricing data was inaccurate, incomplete or not current. (See D.C. Procurement Regulations, 27 DCMR, Section 1624; and Section 25 of the Standard Contract Provisions for Use with District of Columbia Government Supply and Services Contracts, November, 2004, as amended).

Signed:  Date: 10.30.09

Title: President and CEO

Company: RSI Enterprises, Inc

Address: 5440 W. Northern Ave

Glendale, AZ 85301

DUNS #: 80-015-2670

Phone: 800-774-4003 ext. 336

Fax: 602-627-2116

As of October 30, 2009, RSI Enterprises, Inc. was not provided responses to vendor questions from the District. Without this information, RSI is unable to complete the subsequent Cost/Price Requirements.

As stated in item 1.1 of General Information: "The requirement for submission of cost or pricing data is met when all accurate cost or pricing data reasonably available to the Offeror has been submitted, either actually, or by specific identification, to the District. If not available at the time of submission, as later information comes into the Offeror's possession, it should be promptly submitted to the District in a manner that clearly demonstrates its relationship to, and effect on, the Offeror's cost/price proposal. This requirement continues up to the date of final agreement on price and/or other issues, as agreed upon between the parties.

RSI intends to fully comply with this requirement once information is in our possession.