

TITLE PAGE

PROPOSAL TO:

**Office of Contracting and Procurement
Child Support Services Division
Washington, D.C.**

**PROPOSAL
TO PROVIDE
CHILD SUPPORT DEBT COLLECTION SERVICES**

PRESENTED BY:

RSI ENTERPRISES, INC.

Contracting Officer:

Christian P. Ulrich
President & CEO
(800) 774-4003, Ext. 2348
5440 W. Northern Ave.
Glendale, Arizona 85301
Facsimile (602) 627-2116
culrich@rsico.com

Operational Contact:

Lynne F. Wishart
Executive Vice President/COO
(888) 854-4904, Direct
5440 W. Northern Ave.
Glendale, Arizona 85301
Facsimile (602) 627-2338
lynne.wishart@rsico.com

ORIGINAL

SOLICITATION, OFFER, AND AWARD			1. Caption Child Support Collection Services		Page of Pages 1 60		
2. Contract Number		3. Solicitation Number DCCB-201 0-R-8 132		4. Type of Solicitation <input type="checkbox"/> Sealed Bid (IFB) <input checked="" type="checkbox"/> Sealed Proposals (RFP) <input type="checkbox"/> Sole Source <input type="checkbox"/> Human Care Agreements <input type="checkbox"/> Emergency		5. Date Issued 9/23/2009	
7. Issued By: Office of Contracting and Procurement Financial Legal Consulting Group 441- 4th Street, NW, Suite 700 South Washington, DC 20001				6. Address Offer to: Office of Contracting and Procurement 441-4th Street, NW, Suite 703 South, Bid Room Washington, D.C. 20001			6. Type of Market <input checked="" type="checkbox"/> Open <input type="checkbox"/> Set Aside <input type="checkbox"/> Open with Sub-Contracting Set Aside
SOLICITATION							
9. Sealed offers in original and <u>6</u> copies for furnishing the supplies or services in this Schedule will be received at the place specified in Item 6, or if hand carried to the bid counter located at <u>441 4th Street, NW, Suite 703S, Bid Room, Washington, DC</u> until <u>2:00 P.M.</u> local time <u>23-Oct-09</u> (Hour) (Date)							
CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation							
10. For Information) Contact		A. Name Edwin Nwaefulu		B. Telephone (Area Code) 202 (Number) 724-4946 (Ext)		C. E-mail Address edwin.nwaefulu@dc.gov	
11. Table of Contents							
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X	F	Deliveries or Performance	20 to 21				
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OFFER							
12. In compliance with the above, the undersigned agrees, if this offer is accepted within <u>120</u> calendar days from the date of receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.							
13. Discount for Prompt Payment		10 Calendar days % N/A	20 Calendar days % N/A	30 Calendar days % N/A	Calendar days % N/A		
14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):			Amendment Number	Date	Amendment Number	Date	
			0001	10/21/09			
15A. Name and Address of Offeror RSI Enterprises, Inc. 5440 W Northern Ave Glendale, Arizona 85301			16. Name and Title of Person Authorized to Sign Offer/Contract Christian P. Ulrich, President and CEO				
15B. Telephone (Area Code) 602 (Number) 627-2348 (Ext)		15C. Check if remittance address is different from above - Refer to Section G		17. Signature 		18. Offer Date 10-30-09	
AWARD (TO BE COMPLETED BY GOVERNMENT)							
19. Accepted as to Items Numbered		20. Amount		21. Accounting and Appropriation			
22. Name of Contracting Officer (Type or Print)		23. Signature of Contracting Officer (District of Columbia)			24. Award Date		
Government of the District of Columbia			Office of Contracting & Procurement				



November 3, 2009

Office of Contracting and Procurement
441 4th Street NW, Suite 703 South, Bid Room
Washington, D.C. 20001

Re: Transmittal Letter
REQUEST FOR PROPOSALS #DCCB-2010-R-8132 PRIMARY COLLECTION AGENCY SERVICES

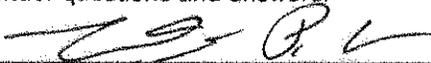
In response to Office of Contracting and Procurement- Child Support Services Division for Proposal of Primary Collection Agency Services, RSI Enterprises, Inc. is pleased to submit the following terms in this Transmittal Letter which shall serve as a basis for evaluation. RSI hereby submits the enclosed proposal, which constitutes a formal offer to provide the services requested in the RFP. In submitting this proposal, RSI explicitly affirms compliance or intention to comply with all certifications and requirements of the RFP. RSI additionally certifies that:

RSI understands the scope of work, as outlined in this RFP, to mean that, upon contract award, the selected agency will perform debt collection services including but not limited to the following: recover child support payments in arrears and identifying the non-custodial parent who have defaulted in making child support payments in accordance with a court order or an order of an administrative process established under State Law. This is meant to be a guide upon which to form the basis for a Scope of Work.

Upon contract award, RSI would provide all normal and customary services associated with bad debt collection services as described above. RSI believes it is best qualified to provide these services to the District of Columbia Child Support Services Division, as its vast experience as a collection agency with several clients, including clients referring comparable caseloads, demonstrates the necessary collection expertise to assemble a successful collection effort for this project. RSI's experience with similar/related contracts, the experience of its trained professionals, the additional services provided by RSI affiliates and RSI's innovative approach to collection services distinctly certify RSI's capability in performing the requirements, functions and services proposed by Office of Contracting and Procurement- Child Support Services Division. The RSI client service approach and quality of service will assure the District is represented with all its customers and obligors in the most ethical, friendly and lawful manner at all times.

On the basis of performance, RSI should be selected as the Agency of choice due to its consistently higher recovery rate against the national average, as well as its track record when competing against other agencies. Likewise, RSI's twenty-four years of successful collections and location services provide the desired qualifications for performing on bad debt delinquencies and demonstrate many years of successful location and collection experience. RSI's value added service provides quantifiable performance advantages. The results will be more dollars collected, fewer complaints and a higher level of service to Child Support Services Division and its guarantors.

Without District response/clarification on the submitted vendor questions in an appropriate time frame to meet submittal date requirements, RSI Enterprises submits the enclosed proposal, subject to modification upon receipt of District question and answer amendment. To the best of its ability, and with the information at hand, RSI Certifies it complies with all requirements or will comply with any modified requirements upon receipt of District response to vendor questions and answers.

SIGNATURE:  DATE: 10.30.09

NAME: Christian P. Ulrich
TITLE: President and CEO
NAME OF OFFEROR: **RSI Enterprises, Inc.**
ADDRESS: 5440 W. Northern Avenue
Glendale, AZ 85301
E-Mail: chris.ulrich@RSIco.com

TELEPHONE: (602) 627-2348
FACSIMILE: (602) 627-2116
FED EIN: 84-1145794

SECTION K
REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

K.1 AUTHORIZED NEGOTIATORS

The offeror represents that the following persons are authorized to negotiate on its behalf with the District in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators).

Christian P. Ulrich
President and CEO
602-627-2348

K.2 TYPE OF BUSINESS ORGANIZATION

K.2.1 The offeror, by checking the applicable box, represents that

(a) It operates as:

a corporation incorporated under the laws of the State of
Arizona
 an individual,
 a partnership,
 a nonprofit organization, or
 a joint venture.

(b) If the offeror is a foreign entity, it operates as:

an individual,
 a joint venture, or
 a corporation registered for business in _____
(Country)

K.3 CERTIFICATION AS TO COMPLIANCE WITH EQUAL OPPORTUNITY OBLIGATIONS

Mayor's Order 85-85, "Compliance with Equal Opportunity Obligations in Contracts", dated June 10, 1985 and the Office of Human Rights' regulations, Chapter 11, "Equal Employment Opportunity Requirements in Contracts", promulgated August 15, 1986 (4 DCMR Chapter 11, 33 DCR 4952) are included as a part of this solicitation and require the following certification for contracts subject to the order. Failure to complete the certification may result in rejection of the offeror for a contract subject to the order. I hereby certify that I am fully aware of the content of the Mayor's Order 85-85 and the Office of Human Rights' regulations, Chapter 11, and agree to comply with them in performance of this contract.

Offeror RSI Enterprises, Inc

Date 10.30.09

Name Christian P. Ulrich

Title President and CEO

Signature



Offeror has X has not participated in a previous contract or subcontract subject to the Mayor's Order 85-85. Offeror X has has not filed all required compliance reports, and representations indicating submission of required reports signed by proposed subofferors. (The above representations need not be submitted in connection with contracts or subcontracts which are exempt from the Mayor's Order.) **Please see TAB 3 attachment J.3 for documents.

K.4 BUY AMERICAN CERTIFICATION

The offeror hereby certifies that each end product, except the end products listed below, is a domestic end product (See Clause 23 of the SCP, "Buy American Act"), and that components of unknown origin are considered to have been mined, produced, or manufactured outside the United States.

<u>N/A</u>	<u>EXCLUDED END PRODUCTS</u>
<u>N/A</u>	<u>COUNTRY OF ORIGIN</u>

K.5 DISTRICT EMPLOYEES NOT TO BENEFIT CERTIFICATION

Each offeror shall check one of the following:

X No person listed in Clause 13 of the SCP, "District Employees Not To Benefit" will benefit from this contract.

 The following person(s) listed in Clause 13 may benefit from this contract. For each person listed, attach the affidavit required by Clause 13 of the SCP.

K.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

(a) Each signature of the offeror is considered to be a certification by the signatory that:

- 1) The prices in this contract have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any offeror or competitor relating to:

- (i) those prices
- (ii) the intention to submit a contract, or
- (iii) the methods or factors used to calculate the prices in the contract.

- 2) The prices in this contract have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before contract opening unless otherwise required by law; and
- 3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit a contract for the purpose of restricting competition.

(b) Each signature on the offer is considered to be a certification by the signatory that the signatory:

- 1) Is the person in the offeror's organization responsible for determining the prices being offered in this contract, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or
- 2) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above:

Christian P. Ulrich, President and CEO

(insert full name of person(s) in the organization responsible for determining the prices offered in this Contract and the title of his or her position in the offeror's organization);

- (i) As an authorized agent, does certify that the principals named in subdivision (b)(2) have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and
 - (ii) As an agent, has not participated, and will not participate, in any action contrary to subparagraphs (a) (1) through (a) (3) above.
- (c) If the offeror deletes or modifies subparagraph (a) (2) above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

K.7 TAX CERTIFICATION

Each offeror must submit with its offer, a sworn Tax Certification Affidavit, incorporated herein as Attachment J.7.

Please see TAB 3 for attachment J.7.

L.2.1 TECHNICAL PROPOSAL

L.2.1.1 PAST PERFORMANCE

The information contained in this section shall facilitate the evaluation of the Offeror's past performance and previous experience to perform the required services. The Offeror shall provide the following information:

- a. A narrative that describes the Offeror's organizational history and past and current experience in performing services similar in size and scope as the required services described in Section C.3. The Offeror's narrative shall address lessons learned and barriers overcome in previous experiences and the application of this experience to perform the required services.

RSI Enterprises, Inc. manages collection offices in Phoenix, Arizona and Herndon, Virginia that provide services to clients throughout the United States. Formed in 1985, the company initially operated as a credit bureau, expanded its operations to include government recovery services, medical collection services and, in 1994, began providing child support collection services.

RSI has been responsible for managing the professional, ethical and successful recovery effort for several hundred thousand accounts, totaling billions of dollars, for a vast array of customers in several different industries.

RSI is a proven performance leader in the child support collection marketplace. Throughout this proposal, RSI will demonstrate its superior service and recovery performance on each of its past and current contracts in child support, as well as other industries. The references presented will attest to RSI's superior, professional customer service, as well as superior financial performance.

RSI has past and current experience in performing services similar in size and scope as the required services described in Section C.3 and can provide all required services as we have worked child support collections in Arizona, Illinois, Oklahoma, Colorado, Florida, and Ohio for over fifteen years.

RSI has experienced tremendous growth and unparalleled success in the child support collections market. From its first contract with the State of Arizona to its later contracts with Florida, Ohio, Oklahoma, and Illinois, RSI

has proven itself to be the provider of choice for child support collection services.

To realize this excellence in child support enforcement services, RSI has competed against most of the best known firms providing collection services to state and local child support agencies. RSI has consistently outperforms its competitive colleagues. RSI collects more money and provides the best customer service, as the data demonstrates:

- \$3+ billion referred
- \$225+ million collected
- 445,000+ cases served

In order to produce the results listed above and to remain a contender in the collection industry, RSI must have the knowledge of child support collections and how to serve the unique needs and requirements of CSSD.

RSI's Child Support and Collections Experience

The following number of years' experience providing the types of services outlined in this RFP, demonstrates RSI's knowledge of, not only debt collection services, but, more specifically, child support collection services.

- 10 years – Illinois Department of Healthcare and Family Services, Division of Child Support Enforcement
- 15 Years – Arizona Department of Economic Security, Division of Child Support Enforcement
- 7 Years – Ohio Department of Job and Family Services, Child Support Enforcement Agency
- 4 Years - Oklahoma Department of Human Services, Child Support Enforcement Division
- 3 Years – Florida Department of Revenue, Division of Child Support Enforcement

RSI clearly demonstrates that, with a combined total of over thirty-nine years experience in child support, it is a proven performance leader in the child support collection marketplace. RSI has a proven track record of providing such services to various programs; thus RSI believes it is the ideal choice for award of this contract.

The level of experience RSI and its project leaders bring to this program far surpasses those of its competitors. RSI clearly demonstrates that it has expert program leadership, technical abilities, built in child support and collection processes, financial performance, and the knowledge and understanding of child support operations to successfully meet the needs and requirements of the Department.

RSI Enterprises, Inc. submits to the District the following documentation which outlines, at a minimum, a general overview of its experience and expertise, and information regarding three child support collection and locate contracts of similar scope and size. This section of the response establishes RSI's successful and reliable experience in governmental collections and provides evidence of its ability to service the District of Columbia, Child Support Enforcement Division.

- **State Of Arizona Child Support Collections**

This program became operational in June of 1994 and this partnership continues to this date. RSI provides collection and location activities including collection notices, telephone calls, skip tracing, asset location and account workflow monitoring. Since inception, RSI has met and exceeded all the contract requirements for work frequency, collection attempts, income deduction order generation, location attempts and data sharing. As a result of RSI's efforts and through the use of advanced collection techniques and approaches as outlined throughout this RFP, RSI has been successful in collecting over \$61 million in child support on this contract, with most of these collections affecting cases with little or no history of payment.

RSI is in its fifth contract with the State of Arizona. Arizona is a State Administered Child Support Program, supporting fifteen counties. Over the life of the contracts, RSI received over 275,000 case referrals from all thirteen of the outlying counties. RSI has been successful in collecting over \$61 million in child support on this contract with over 30% of its entire caseload receiving at least one payment. Of the TANF/AFDC cases assigned, RSI secured payment on over 33% of this inventory, with 10% generated from Income Withholding Orders. In addition, RSI has been successful in locating 35% of non-custodial parents on TANF/AFDC cases assigned, thus increasing reimbursement to the Department.

Under the premise of this contract, RSI provides extensive skip tracing and asset investigations as well as applied collection strategies, including letters

and calls to obligors to secure payment on assigned accounts. RSI continues to explore and implement innovative ways of being more successful in its recovery efforts, providing additional support to the State functioning in a true "working partnership" with the State.

- **State of Illinois Child Support Collections**

RSI began working with the Department of Healthcare and Family Services, Division of Child Support Enforcement in October of 1999. Under the initial contract, RSI was one of the top five vendors of fifteen contracted by the Department. After the first three contract terms expired, RSI submitted a proposal and secured a renewed partnership with Illinois, beginning November 2008. Since the inception of the new contract, RSI has maintained a competitive ranking position as the top vendor of the eight contracted vendors. Illinois is a state administered child support program, supporting 102 counties. Over the life of the contracts, RSI has received over 58,000 case referrals from all one hundred two of the outlying counties, representing a total balance of over \$800 million.

This program continues to be mutually beneficial for all parties involved and definitely makes a difference for the children of Illinois. RSI's "partnership" approach and focus on superior customer service are evident in this engagement and have resulted in a successful relationship with the State of Illinois.

- **State of Oklahoma Child Support Collections**

The Oklahoma Department of Human Services, Child Support Enforcement Division awarded a contract to RSI for child support locate and collection services in June of 1998. At the start of this program, DHS and RSI created mutually agreed upon goals to increase collections for the families of Oklahoma while reducing costs, improving customer service and assisting caseworkers with collection activity. To achieve these goals, RSI assisted in the development of procedures, mutual expectations and standards by which this program should be measured.

Oklahoma is a state administered child support program, supporting seventy-eight counties. Over the life of the original contract, RSI received over 32,000 case referrals from all seventy eight of the outlying counties and recovered over \$16.6 million for the children of Oklahoma, \$1 million more than its

competitor. This equates to 36.5% of Oklahoma children receiving duly owed benefits. 31% of RSI recoveries were TANF reimbursement dollars – maximizing the reimbursement of Federal incentive dollars available for funding this and other programs.

Under the premise of this contract, RSI provided extensive skip tracing and asset investigations as well as applied collection strategies, including letters and calls to obligors, to secure payment on assigned accounts. Other efforts of RSI have produced results in Oklahoma such as:

- 7,061 Locates – 25.8% of the Active Caseload
- 2,500 Wage Withholding Requests
- Wage Withholding Collections > \$3 Million
- Over 37,000 actions taken on over 4,500 cases per month

Lessons Learned / Barriers Overcome / Application

Sensitivity / Nature of Child Support / Industry Knowledge

Poverty is the number one indicator of a child's risk for social, emotional and physical difficulties, and growing up in a single parent household increases that risk. Financial and medical support for those single parent families is key to reducing their risks and assuring the long-term self-sufficiency of families. RSI Enterprises, Inc. has made a corporate commitment to strengthen families through the efficient, timely and accurate collection of child support payments on their behalf.

In the past fifteen years, RSI has learned that Child Support is sensitive in nature and because it involves children, tends to evoke emotional responses from non-custodial parents as to the reasons they are not paying. Understanding the sensitivity and nature of child support collections is critical to a successful recovery effort. In RSI's experience, disputes or "perceived" disputes are one of the primary reasons child support cases go unpaid. RSI takes an "educational" approach to assisting NCP's and CSSD to resolve disputes. In our experience, the NCP's understanding of the processes involved and having their questions answered is key to resolution. RSI will, however, comply with **Section C.3.3.4** by directing said disputes/ inquiries back to CSSD or SDU (depending on the nature of the dispute/inquiry) should RSI be unable to resolve an issue.

To overcome these barriers, RSI and its staff maintain knowledge of the industry trends and receive the best training possible. Initial and ongoing

Child Support Enforcement training is accomplished at RSI through services provided by its government clients, through membership with NCSEA and by RSI's internal training staff. All RSI recovery specialists receive an intensive five-day orientation and training experience prior to any exposure to active casework. RSI's training in industry specialization for government clients instructs employees by using the guidelines provided in official state and Federal Information Training Bulletins as well as legislation and Federal mandates related to these efforts. RSI trainers use their vast experience in managing statewide child support enforcement efforts to teach effective child support collection practices and procedures.

One must have knowledge and a complete understanding of Child Support before it can be in a position to overcome objections and collect more dollars, while still ensuring treating the non-custodial person with professionalism and respect. RSI's experience has taught us that educating the non-custodial person while still allowing them to maintain their dignity and self-respect goes a long way to collecting more money for the Child Support programs.

Communication

RSI also believes that communication with the CSSD is an important component of a successful program. The challenges/obstacles faced in this area have been, often times, the inability to ensure lines of communication stay open, education exists and collaboration occurs between RSI and the Child Support Departments/staff. RSI has learned that through reciprocal communication, demonstration and education, we have been successful in overcoming this obstacle on every program serviced. RSI accomplishes this by reiterating that we are here to supplement the efforts of caseworkers. To apply this experience, RSI has participated in creating training programs for its CSSD counter parts, educating the CSSD staff on what we do every day. In turn, we participate in department training to ensure that, going into any project that RSI and its staff have a clear understanding of the obstacles CSSD staff face and what the division goals may be. This open communication and sharing of information opens the doors to a collaborative partnership, thus improving the results of collections. It improves collections because we are working together instead of against one another.

Technology

There are many facets to using technology to improve processes and results; however, the lesson learned is to ensure that we are staying on top of new technology and trends, as well utilizing the tools in the most efficient manner that will affect the desired results for CSSD. As you are aware, technology

changes and improves every day. The obvious barrier to overcome is that of cost and choice of which technology to implement that will best compliment the goals of the Child Support Program. RSI prides itself on being progressive in staying ahead of the curve by utilizing the latest technology available. We monitor industry trends, openly communicate with our customers regarding needs/goals and then choose swiftly and wisely the best technology to suit the program needs. If we can use tools such as VoIP predictive dialers, IVR's, the latest resources for skip tracing, scoring models to improve results, we in turn provide the best service possible to our customers. We apply the technology to obtain financial profiles and assets on NCPs, scrub accounts for liquidity and improve our knowledge of the obstacles that our customers face. Using technology to aiding the RSI employee in understanding the history of the case, results in increased collections. The right use of technology also reduces the duplication of efforts on a case and increases the productivity of cases worked by that specialist.

RSI believes there are several components that contribute to improving Child Support collections such as account preparation (scoring), training, collection workflow, financial profiling, technology, knowledge of the industry and history of proven success in specific industries/demographics. In any of these areas, we will experience barriers that need to be overcome; however, RSI's fifteen years of experience in this industry and its vast knowledge of Child Support put us in a position to readily identify the obstacles to success and implement solutions to overcome them, so as to affect the best results for CSSD.

RSI understands that it uses many of the same tools as its competitors, as this industry is based on simple philosophies; and, it has referenced a few tools above that may appear to be standard business practices and no different from any other agency; however, if the goal is to improve collections for the CSSD, then you must know how to use the tools effectively in order to be successful. RSI differentiates itself by how we use the tools.

Most importantly, what makes us stand above the rest in demonstrating our ability is three fold: 1) Our partnership approach to every program, 2) Our unique approach to collections, and 3) Our extensive knowledge, history and experience with Child Support. Removing some of the other avenues to improve collections, RSI firmly believes and has demonstrated its ability to improve collections for programs such as these through use of our methodology and applying all of our vast experience.

- b. A list of contracts and subcontracts the Offeror has performed similar in size and scope as the required services described in section C.3 within**

the past five (5) years. The Offeror's list shall include the following information for each contract or subcontract:

1. Name of contracting activity
2. Contract number
3. Contract type
4. Contract duration (or Period)
5. Total contract value
6. Description of work performed
7. Contact Person name, phone, and email address

Name of contracting activity: The State of Arizona, Department of Economic Security, Division of Child Support Enforcement

Contract number: DES080050-001

Contract type: Child Support Debt Collections

Contract duration (or Period): 1994-present

Total contract value: \$1.2B referred (since 1994) / \$61M collected (since 1994)

Description of work performed: Child Support Collections and Skiptracing contract. Five (5) successive contract awards from 1994 to present.

Contact Person name, phone, and email address: Glenn Sommer, (602) 771-8323, gsommer@azdes.gov

Name of contracting activity: State of Illinois, Department of Healthcare and Family Services, Division of Child Support Enforcement

Contract number: 2008-55-117-KG

Contract type: Child Support Debt Collections

Contract duration (or Period): 1998-present

Total contract value: \$800M Referred (since 1998) / \$52M collected (since 1998)

Description of work performed: Child Support Collections and Skiptracing contract. Three (3) successive contract awards from 1998 to present.

Contact Person name, phone, and email address: Mary Miller, (217) 558-6017, mary.b.miller@illinois.gov

Name of contracting activity: The State of Oklahoma, Department of Human Services, Child Support Enforcement Division

Contract number: Bid #H080290 / Agency Rgn #98015738A

Contract type: Child Support Debt Collections

Contract duration (or Period): 7/1998 – 10/2002

Total contract value: \$300M referred / \$16.6M Collected

Description of work performed: Child Support Collections and
Skiptracing contract.

Contact Person name, phone, and email address: Harry Benson,
(405) 522-4254, harry.benson@okdhs.org

- c. Offeror shall submit at a minimum three completed (3) Past Performance Evaluation Forms provided as Attachment J.9 from the list of contracts identified in L.2.1.1**

Please see TAB 3 for attachment J.9 Past Performance Evaluation Forms.

L.2.1.2 TECHNICAL APPROACH

The information contained in this section shall facilitate the evaluation of the Offeror's technical approach and methodology to provide the required services. The Offeror shall provide at a minimum the following information:

- a. A narrative to describe the Offeror's understanding of the required services**

The following narrative demonstrates RSI's understanding of the industry and its role in meeting the needs of CSSD.

With its inception in 1975, the goal of child support collection was to recover AFDC/TANF expenditures by both the state and Federal government. In 1984, Congress passed amendments to Title IV-D of the Social Security Act, recognizing the shifting social and economic realities of the country. These amendments placed more emphasis on the goal of providing current support, paid by the absent parent, to a growing population of custodial persons and children. This change in focus was further sharpened with passage of the Family Support Act of 1988 (FSA '88). This Federal legislation required states to implement corresponding state laws and regulations that would increase the emphasis on paternity establishment, the establishment of orders, administrative process, automation and the collection of current support.

There is also a growing trend to tie child support enforcement to broader welfare reform efforts being developed and implemented at both the state and Federal levels. Inherent in the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 is the notion that successful collection of child

support is the front line of defense in the prevention of the need for welfare payments.

RSI has engaged in child support collections since 1994 with the awarding of the Arizona Child Support Contract. Currently, RSI manages two child support programs for Arizona and Illinois. RSI has the knowledge of the child support industry as well as history as a collection agency that allows for combined expertise for the best service possible to its clients. Having the knowledge is only one key to child support collection success. Applying that knowledge for the benefit of the children and the state is where RSI surpasses the competition. As certain as collections are important in this industry, the approach taken to provide a service is equally important.

PROGRAM GOALS

In this section, RSI demonstrates its method of meeting the needs of CSSD for the services required under this program as well as demonstrating its understanding of the program goals. RSI exhibits a clear understanding of the Scope of Work and provides specific detail as to how it will accomplish all the required services, including such tasks as the detailed techniques used to process and complete accounts assigned by CSSD. RSI's expertise and experience in the Child Support industry enables it to understand and meet the goals, as well as the needs, of CSED. RSI shares and supports the goals of the District, CSSD, as described below.

- A. To Increase Child Support Collections On Behalf Of The Children Of CSSD**
- B. To Improve Service To Customers, Responding To Their Needs In A More Efficient Manner**
- C. To Assist Child Support Enforcement Workers In Working Cases That Require Collection Activity**
- D. To Help CSSD Meet Federally Mandated Timeframes, Rules And Regulations On Cases Referred**
- E. To Increase The Success Ratio For Locating Non-Custodial Persons**
- F. To Decrease Operating Costs**

Based on the above principles, RSI's role in this industry, as well as this program, positively impacts the results of a successful Child Support Program. RSI participates in this ever-changing child support industry with a pro-active approach. It provides the finest example of support to its clients and the industry through providing additional services, information sharing and reporting, as well as quantifiable superior collection performance. Superior accessibility and responsiveness, and investment in working with the experts to create a specialized child support recovery program, puts RSI in the top position in this collection market. RSI's child support role focuses on a partnership where the customer's operating costs and improved service to customers are linked with maximizing gross dollars collected.

b. A narrative to describe the Offeror's program design and overall technical approach and methodology to complete the required services

RSI constantly re-examines the goals and missions of its customers, and the role that RSI plays in accomplishing those goals. This assists RSI in determining production standards that meet the current and future needs of its client. RSI conducts time studies to determine the most time consuming tasks and builds a plan for implementing further efficiency opportunities through management and automation. The delivery methods established by RSI to reduce costs and time are listed below. Each method for delivery and production listed below will benefit CSSD by increased collections, advanced customer service, meeting federally mandated timeframes, rules and regulations and to increase the number of noncustodial parents located while reducing operating costs to CSSD.

RSI has determined the first step to improving the efficiency and effectiveness of the office is to have the best people possible using the tools available in the pursuit of collections. RSI's comprehensive screening process, highly competitive compensation package, team oriented management, communication of performance standards and progress toward these goals, and the income opportunities for employees through RSI's performance based bonus program, has resulted in a staff of the most capable specialists in the industry. Productivity in terms of dollars collected per recovery specialist improved over one hundred percent, and consumer complaints dropped to nearly zero as a result of RSI's efforts. Selecting the most capable people for this project is a key ingredient to high dollar recovery, with minimal complaints and lowest cost to the District of Columbia.

The highly professional staff is given the latest tools available in the industry to more effectively do their job. With the advent of predictive dialing systems,

recovery specialists who once attempted to reach seventy-five to one hundred consumers per day are now attempting one hundred fifty to two hundred contacts per day. Time previously spent dialing numbers, handling no-answers, and rescheduling busy numbers is performed by the computer systems. Recovery specialists spend their time on the telephone with noncustodial parents, not just trying to reach them.

Skip tracing is done electronically through the various databases that RSI subscribes to. The recovery specialist never needs to leave the terminal to perform these functions, and the searches are conducted electronically. This permits the recovery specialist to spend their skip tracing time in evaluation and follow up on information obtained.

RSI is able to provide its clients with literally hundreds of reporting options. The Collector System™ "easy out" report generator and specialized user menus permit RSI to easily deliver the information required on paper, tape, diskette, or via system-to-system communications. This increases in the quality, efficiency and reduces the cost of sending and receiving this report information.

RSI management uses all the best tools available to manage the workflow and performance in the office. By utilizing more productive people, and providing them with predictive dialing, automated skip tracing and links to client systems, RSI has minimized the labor necessary to exhaustively pursue each and every account on the system. Automation also permits RSI to provide CSSD with their required reports in the desired formats without expensive system customization. During the course of CSSD's relationship with RSI, other information may be found to be helpful (e.g., account status, account activity, etc.) and RSI will easily be able to provide this in the form that is most useful.

RSI believes that its prior successful experience and unique techniques toward collections gives it the advantage over the rest of the industry. RSI's methodologies that have proven effective include:

- Superior Dollar Collection Performance over Its Competition in Every Project
- Child Support Specific Experience in Arizona, Illinois, Oklahoma, Colorado, Florida, and Ohio
- Utilizing a Customer Service Approach to Collections
- Satisfying Specific Training for Staff
- Professionalism of Its Staff

- Quality of Staff
- Exceeding Customers Objectives and Goals

RSI's entire approach is based on its customer service approach, which encourages more problem resolution and less "collection agency dunning," leading to higher dollars of child support collected, fewer complaints, and better business relationships with the Departments. This meets the goals and requirements of CSSD, as referenced in Section C.3.3. RSI understands there is an obstacle to the collection of these delinquent balances, and therefore focuses on identifying the problems and working on removing the obstacles, resolving any disputes and thus effecting collection of the balance. RSI takes a very professional and work-with approach in pursuing non-custodial parents for payment as well clients for more information that may help them in resolving the case. RSI employees have been called the "Good Guys" in this industry because of their professional manner and tone on the telephone.

Using a professional manner on the telephone in all daily contacts with clients, obligors and information resources is a direct result of the extensive training of RSI employees. Recovery specialists are trained in RSI's philosophies and procedures and all applicable debt law. RSI feels it is important to provide staff with specific training on regulations and policies of the individual state because its employees will be in direct contact with the Department's child support customers. RSI feels it is important to serve those customers with the most informed staff to ensure the District's interests are properly represented and the customer receives the best possible service.

RSI prides itself on hiring quality personnel to perform the important task of collecting child support for its clients. RSI realizes that its people are its number one resource and RSI's superior performance in customer service and collections is evidence that it is the best in the industry. RSI's staff conducts themselves both professionally and ethically in their daily operations and transactions and to help in all ways to provide the highest level of service and support possible to the District and each other.

The contract management methodologies and philosophies offered by RSI have proven to be effective in child support collection, helping to ensure support of all the stakeholders and a comprehensive response to customers. Working in this type of environment helps set the stage for other collaborative efforts, also leading to better customer service. One of the critical elements to the success of this and all collaborative efforts is the commitment and focus from the key members to make this relationship prosperous for the

children of the District of Columbia. RSI proposes to apply the following methodologies, experiences and expertise to this project.

TECHNICAL METHODOLOGY:

Upon the account referrals submitted to RSI, the management team will develop a strategy to best impact the new accounts. This strategy will include such activities as setting account prioritization, customizing notices and completing account "scrubs." The account prioritization consists of ranking cases containing demographic, personal and balance data in order to work them more efficiently.

Case Preparation (Scoring)

The first step in ensuring success is to prepare the case(s) in such a way that, not only will the case have the most up-to-date information, but will also be at its most collectable upon the first contact with the obligor. In order to prepare the account properly, RSI uses a unique, proprietary scoring model that considers multiple factors in determining financial leverage and collectability. **This tool is one that sets RSI apart from its competitors.** While there are many scoring models available for purchase in the collection industry, there are none that are specific to any particular type of debt, specifically government or Child Support accounts, nor are there any that can be tailored to a specific demographic. Most scoring models are generic and base the scores on how debtors have paid their overall debts in the past (i.e. 30 days late, 60 days late etc.), regardless of the type of debt. Studies and statistics have shown that you must separate the type of debt before a true analysis can be completed. For example, it has been proven that a person's track record for paying their medical bills vs. paying their car payments, are entirely different. Logic prevails here, proving that people are more likely to pay their car payment first, as they fill a basic need in ensuring they have transportation. So, it is not possible to accurately predict a debtor's/obligor's "probability to pay" a specific debt type without first dissecting the demographic characteristics, the financial characteristics and factor in historical data showing what types of debts are considered most important to an obligor.

Based on that model, RSI has created and implemented a Child Support scoring model that is tailored to each specific client, their type of debt and their unique demographics. The advantage of using a unique scoring system is that it allows RSI to "scrub" the accounts and apply a collectability score

within 24 hours of loading an account on its system. RSI's host system has a built in mechanism that then uses this score to prioritize the work queues in such a way that the account is at its most collectable on first contact. This eliminates the need for redundant efforts over a long period of time before determining if an obligor is likely to pay. In essence, it allows RSI to collect more money faster. Another exciting feature of this tool is that it is not static. The program records the initial score at the time of referral, but is constantly re-evaluating the probability of payment and updates the score accordingly. This is all done automatically and behind the scenes, so that the Managers and Recovery Specialists always have the most current information at their fingertips. They create workflows and calling queues based on this tool. This is an important feature, as an account that may not be as collectable today might be more financially sound in 3 months.

With having fifteen (15) years experience in Child Support collections, RSI has more than enough historical data, knowledge of the demographic and type of debt to establish a unique scoring model, made specifically for CSSD.

Furthermore, the strategy used by the management team at RSI is to identify early program success and further development opportunities by tracking the following key-indicators: account workflow, skip inventories, contact rates, promise payment close ratios, payoff inventory and close rates, total account inventory and dollar amount, active account inventory and dollar amount, terminated and suspended account inventory and dollar amount, etc. With this information RSI is able to monitor the activity and opportunities for improvement in this program.

Communication with the Non-Custodial Parent (C.3.1.1.1)

Within twenty-four hours from the time the cases are loaded into the system, automated notices will be sent to all obligors assigned. This meets the minimum requirement of a 5-Day validation notice, as described in **Section C.3.1.1.2.** At this point, recovery specialists will begin generating telephone calls and skip tracing inquiries will be made. The purpose of such a quick turn-around is two-fold: (1) in order to increase the success ratio for locating noncustodial persons, recovery specialists will waste no time on a potentially "fresh" lead to find the obligor, and (2) to better service customers of CSSD. RSI recovery specialists realize that to positively impact the outcome of a case, one must respond quickly to information provided.

In order to effectively carry out the work plan and meet the goals of this program as well as to utilize all data provided in training, the recovery specialists must have all the available collection tools necessary to succeed in securing payments. Those tools include, but are not limited to, letters/notices, skip tracing databases, Internet, credit bureaus, telephones, Predictive Dialing System(s) and computers. See section below titled "**Work Standards**" for details regarding call frequency and flow. Also see **Section L.2.1.2 (c)** below titled "**Conceptual Form Letter**" for descriptions of notices sent to non-custodial parents.

Attached to this proposal are examples of the collection letters RSI will use to contact a noncustodial parent. An automated letter series is initiated when the account is loaded into RSI's database. Through the Columbia Ultimate Business System, RSI utilizes a program that allows it to request, print, download and send each letter to the noncustodial parent with expediency and accuracy. RSI does not use telephone scripts, preferring instead to allow each agent to develop a style and technique that best suits individual needs. However, all recovery specialists are trained to follow a nine-step approach to collections:

1. Identify the noncustodial parent
2. Identify yourself as the recovery specialist
3. Identify on whose behalf you are calling
4. Ask for payment in full
5. Psychological pause
6. Determine the problem
7. Find the solution
8. Close the deal
9. Document the conversation

The letter series mailed to the noncustodial parent is consistent with RSI's approach to collection activity, with accurate and precise information in a comprehensible format. The letters contain all required elements as listed in **Section C.3.1.1.1(b), Section C.3.1.1.2, and Section C.3.1.1.3** of this RFP. Collection attempts will continue to be made during the letter series as well as attempts to telephone the noncustodial parent. Each time a new address is located for an obligor, the RSI letter series is started to that address, advising the obligor of assignment of the case to RSI.

RSI will perform the collection activity for the District according to the Fair Debt Collections Practices Act (FDCPA) as well as remain in compliance with

all State, Federal and local laws and regulations. RSI will comply with by sending additional demand letters and contacting NCP's via telephone at their place of employment and home phone numbers. This compliance is demonstrated in sections below titled "Work Standards" and Section L.2.1.2 (c) below titled "Conceptual Form Letter". This narrative as well as these sections evidences RSI's compliance with Section C.3.1.1.3. demonstrates for descriptions of notices sent to non-custodial parents.

The description of the collection workflow listed in RSI collection policies are based on the rules and regulations outlined by the FDCPA and the Fair Credit Practices Act and the local and State laws governing each contract. RSI employees are trained and comply with all applicable debt law, and conduct themselves in a professional, ethical and lawful manner at all times. RSI also affiliates with and subscribes to the ethical principles of the International Credit Association (ICA), the ACA International (ACA) and the American Management Association (AMA). RSI recognizes that applying the rules and regulations of these organizations as a foundation for collection services will ensure the District the most ethical, legal and successful means of collection services while rendering the least amount of complaints.

NCP Updates (C.3.1.1.4)

Tracking and Reporting Activity

RSI tracks and reports all activities in a number of ways. The recovery specialist's daily activity reports document each recovery specialist's activity during each minute of the workday. Productivity reports are also generated for each client and recovery specialist. The Productivity Report shows a total of each action taken on cases throughout the month. This report totals the count of actions, such as the number of times the NCP calls, the number of calls made to the NCP, method of contact or locate, dates and times contact was made/attempted, reasons for unsuccessful attempts, the percentage of total accounts and the time spent on that action per month. This report can be divided by region, client or agency totals. The productivity reports can be formatted to meet the needs of CSSD.

Each recovery specialist documents every action on each case through the use of action codes, status codes and narrative documentation in RSI's host system, Columbia Ultimate business Systems (CUBS). The use of action codes allows the recovery specialist to choose a "speed code" that will

determine the general activity taken on each case and provide consistency and accuracy for tracking collection attempts.

Along with the status and action codes, RSI specialists are required to thoroughly document all activity on the case through narrative documentation. The narrative provides additional detail to the history of the case placed with RSI such as the finding of assets, conversations with the NCP or skip tracing efforts, and aids them in determining the next appropriate action to be taken on that case. RSI's goal in utilizing these documentation practices is the ability to know the details of a case at a glance of the recovery specialist screen. This data is easily extracted and can reported to CSSD in many formats to ensure compliance with Section C.3.1.1.4 (a).

An additional method of documenting collection activity is the use of a weekly/monthly key indicator. This report provides the recovery specialist, collection supervisor and the project team with collection statistics during specific periods of time. This includes assignments, collections on a weekly/monthly basis, wage withholding requests, percentage of skip cases in a recovery specialist's file, new pay plans obtained, current performing pay plans, promises obtained over \$1,000.00 and the ratio of those that pay as promised. The Key Indicator Report contains individual recovery specialist information, unit totals and program totals. Once a month, a Monthly Key Indicator is produced to track the above items in comparison to previous months for production analysis. Understanding how critical it is to monitor these key productivity indicators, these reports are distributed weekly to the principals of RSI. This Key Indicator Report can also be adapted to meet the needs of CSSD, including the TANF collection ratios.

RSI has the ability, through the CUBS system, to track payments on accounts per letter or notice sent. This report provides a summary of the number and amount of payments resulting from a letter being sent by the recovery specialist. To monitor and determine the reliability of the attempts being accomplished on each case, management staff conducts reviews of cases worked by the recovery specialists on a daily, weekly and monthly basis. The managers search for items such as: did the agent follow up on the case properly; were all of the appropriate geographical information areas updated; did they obtain a promise on the case; was a wage withholding implemented; are they advancing the case to a future date that is reasonable for the needs of that case? All of these items, if not completed properly, can affect the outcome of the case. To ensure that documentation of cases is

complete and reliable, RSI conducts monthly coaching sessions on an individual basis with collection staff to constantly enhance productivity and performance for the client.

Virtually any data element, activity or note recorded on our system can be reported back to CSSD, in a variety of formats. RSI will report to CSSD, as required in **Section C.3.1.1.4(b)**, within 24 hours, any locate information obtained. RSI has in existence electronic reporting forms in place on other Child Support programs that are designed to electronically report the data described in **Section C.3.1.1.4(b)(c)(d)(e)** back to CSSD. It is a simple task to modify the data forms to fit the needs and formats of CSSD. RSI can provide data on a daily basis, exchanging information through the use of information exchange sheets to transmit demographic information regarding cases. RSI uses several different forms of communication with clients. The telephone is the most commonly used form; however, RSI has developed methods of information exchange specific to its clients' needs. RSI developed the "Information Exchange Form." Examples of the forms can be found behind TAB 2. This is used to relay information about a specific case, such as a demographic or employer updates, requests for an administrative review or balance verification by the noncustodial person. They are also used to inform CSSD caseworkers that there is a dispute on a case, or that a person is deceased or incarcerated. Once the process is complete, the caseworkers reply on the same Exchange Form the results of the request and send the form back to RSI. This manner of exchanging data had proven efficient in the previous partnership with CSED.

Suspension of Collection Activities (C.3.1.5)

RSI agrees and has mechanism in place to ensure that all activities cease upon notification of any of the scenarios listed in this section. RSI will even provide a cancellation report back to the COTR, allowing for conformation and reconciliation of ceased efforts or cancelled/returned accounts. See description of such a report in the section below titled "**Reporting**".

RSI will also comply with **Section C.3.4** by providing a turnover plan to the COTR, describing how we would, smoothly, return all cases back to CSSD after cessation of the contract.

Conflicts of Interest (C.3.1.6)

RSI understand that it cannot accept nor work any cases where a conflict of interest exists with any staff member. Upon identification, RSI will immediately notify the COTR of said conflict. RSI takes it a step further and requires any employee working on this project sign an affidavit acknowledging whether or not they have an active IV-D Child Support Case. If they do, RSI will either reassign this person to another project, or reject the referral of the case due to a conflict.

Skip-Tracing / Asset Investigation

Employees at RSI take a unique approach to an account based on information gathered from an asset investigation. Skip tracing is a very important part of the collection process at RSI. RSI recovery specialists are trained professionals and very knowledgeable in all aspects of skip tracing. RSI's training in asset location and verification educates the employee on the procedures to use upon the successful location of an asset. The recording of information to the system and completion of the necessary forms for the purposes of updating CSSD will be emphasized. They will be instructed on how to search for alternative funding sources within the grasp of the obligor and use that information to effect payment, either voluntarily or by other methods that may be applied by CSSD.

When an account has either a bad address or no phone number, they begin utilizing the skip tracing tools as listed below:

- **Postal Change of Address:** RSI utilizes the U.S. Postal Service's NCOA service, Fast Forward (FF), Electronic Address Correction (EAC), Accurint, Accolaid and DBT to help gather new addresses.
- **File Research:** The first step in trying to secure a phone number or address for the patient will be to review the file for any additional information.
- **Accurint:** Accurint provides a direct link to directory assistance search and near-by information. This serves as a crisscross service.
- **Financial Data:** RSI's recovery specialists have the ability to access financial data on any consumer with a balance over two hundred and fifty dollars. Once the data is obtained, RSI will contact any resource listed in an attempt to secure location information.

- **Tax Assessor, Libraries, Post Offices and Voter Registration:** In an attempt to locate consumers, all of these resources will be explored and contacted.
- **Internet Skip Tracing Databases:** RSI has located over five hundred Internet databases from which to locate consumers using the existence of different historical demographic data.
- **Merlin Information Systems:** Merlin Information Systems is an online database that allows access to public records, including but not limited to assets, financial profiles, demographics, professional licenses etc. This database is used to locate consumers and determine their financial ability pay.

Using financial data, skip tracing with other agencies and various other databases, the information gathered gives the Recovery Specialist an idea of the capabilities to remit the balance. This is an important point to make: RSI always asks for balance in full. Because RSI has the scoring, assets and other financial information at its fingertips, it is a position to overcome objections and secure payment in full a greater number of accounts, thus improving collections. RSI staff uses collection strategies such as referring to a lending agency where the Recovery Specialist has previously identified a specific contact person to assist in attempting to borrow the balance or a large down payment on the arrears. This collection technique gives the specialist the opportunity to build a rapport with each NCP contacted and retains familiarity with the case. Aiding the RSI employee in understanding the history of the case, results in increased collections and case closures. The practice also reduces the duplication of efforts on a case and increases the productivity of cases worked by that specialist. Assigning cases to a specific specialist can increase the level of the relationship with the NCP and provide a sense of customer service to the clients of the District.

Work Standards

Unique work standards also aids RSI in ensuring it is working accounts efficiently and targeting first, those accounts with the highest probability to pay. The work standards vary from client to client and are based on the needs of that client. Factors that determine work standards are average age

of the accounts, type of account, and average balance of the account file. The protocols established for account flow depend on the type, status and score of each account. The following production standards have been created as specific measures of performance. These measures are intended to improve collections and maintain a successful program benefiting all parties involved.

- 1) **Daily Accounts Worked** - A minimum of 100 unique accounts per day. This amount will reflect an average over 21 working days in a month.
- 2) **Daily Contacts** - A minimum of 25 contacts per day. This amount will reflect an average over 21 working days in a month.
- 3) **Number of Promises** - A minimum of ten promises per day. This number will reflect an average over 21 working days in a month.
- 4) **Dollars Promised** - A minimum of \$1,400 in promises per day. This amount will reflect an average over 21 working days in a month.
- 5) **Dollars Paid** - A minimum of \$3,500 in urgency payments per day (including credit cards, check-by-phone). This amount will reflect an average over 21 working days in a month.
- 6) **Conversion Rate** - A minimum of 40% per day. This percentage will reflect an average over 21 working days in a month. This metric represents the percentage of contacts converted into promises.
- 7) **Accounts in Conversion** - None of the recovery specialist's file may consist of conversion accounts (new business accounts that have not been worked in 60 days). This measure will be taken and averaged over a 21-day period.
- 8) **Commission Standard** - A fee amount of 1.2 times the commission threshold is the standard expected after 90 days of employment. (Generally this requires \$75 thousand in monthly collections.)

Additionally, the recovery specialists are required to make a minimum number of passes and take specific actions on an account to ensure that it is thoroughly processed. Some of those steps include, but are not limited to:

- 1) First call attempt within seven days of account load (depending on volume of inventory).
- 2) Day-after-due-date call attempts on broken promises and payment plans.
- 3) Process account through skip tracing databases to verify demographics are accurate.
- 4) Review financial profiles to determine the non-custodial parent's financial ability to pay as well as for locating assets that may be used in the negotiation process.
- 5) Second and third call attempts must be made according to the following legend, depending on the result of the first call attempt. (Most common scenarios listed.)

Result of First Call Attempt	Follow-up Attempt – Timeframe
Request for Debt Validation	Provide Validation / Call Attempt: 20 Days
Dispute	Verify Dispute / Call Attempt: 20 Days
Left Message w/Other or Machine	Call Attempt: 10 Days
Busy / No Answer	Call Attempt: 3 Days
Wrong Number / Skip Account	Skip Tracing Begins / Call Attempt: Unknown
Promise Made / Payment Arrangement	Day After Due Date / Call Attempt
Contact Made / No Resolution	Call Attempt: 7 Days

The Recovery Specialists are given the autonomy of handling each call and contact on an account-by-account basis and working on most efficient resolution. This workflow, in conjunction with technology, scoring and proper training, have proven to improve collections because the Recovery Specialists have dissected, scrubbed, scored and made contact attempts on all accounts immediately after referral. Thus, allowing them the benefit of ensuring each account is at its most collectable upon the first contact with the obligor.

The above technical methodology and account management fall within the framework of the Collection Flow Chart in section L.2.1.2 d. below.

Reporting (C.3.8)

RSI will produce standard reports on a regular basis, as required in **Section C.3.8** of the RFP, and is able to produce ad-hoc reports as requested by the Client. In addition to the basic reporting descriptions below, see **Section C.3.1.1.4** above for specific details in reporting activity according to RFP requirements. RSI agrees to provide all requested reports as listed. Its system is not only capable of producing these reports electronically but can also provide online access for CSSD to create and/or review reports at their leisure.

With the advent of automation and further development in the area of accessibility to important data for reporting purposes, RSI provides its clients with literally hundreds of reporting options. RSI will utilize The Collector System™ from Columbia Ultimate Business Systems for its automated collections and documenting collection activities. This software was

specifically designed for receivables management. RSI's experience with managing accounts on this system is one of the key advantages of RSI over its competitors. The easy out report generator and specialized user menus permit RSI to easily deliver the information required on paper as well as in text, Excel, etc. formats via e-mail, FTP, online (encrypted) or almost any other imaginable system-to-system communications. This aids in the quality, efficiency and cost of sending and receiving this report information.

RSI provides reports profiling collection activity and tracking performance. RSI also provides various reports that minimally include the following:

- **New Account / Claims Acknowledgment** – This report will provide a listing and confirmation of accounts, which the Client has referred to RSI. It is generated and mailed or delivered electronically within forty-eight hours following referral.
- **Detail Statement / Remittance Advice** – This report provides a listing of all transactions that occur on a client's accounts within a specified timeframe. Detailed statements will include amounts paid, commission earned, status of accounts and payment types. This report can be generated monthly, semi-monthly or weekly, depending on the preference of the individual client. Also available in a similar format are **Adjustment Reports**, detailing adjustment transactions on the referred inventory each month. This remittance advice includes patient account number, patient/consumer name, date of transaction, transaction amount, commission amount and amount due the Client. These statements can be set up as either gross or net remit, depending on the preference of the Client.
- **Cancellation Report** – This report will inform the Client regarding accounts that have been cancelled (closed and returned), along with reason codes. This report is generated on a monthly basis or at the Client's request.
- **Client Inventory** – This report provides a snapshot of the activity on all of a client's accounts to date. It will show the total dollars assigned, the dollars collected, adjusted amounts, remaining balances and the status of the account (active, payment plan, bankruptcy, insurance billed, etc.). This report can be provided in a detailed or summary format. Summary reports are also available segmented by age and balance. This report may be generated at any time . . . on demand.

- **History and Stair-Step Reports** – This report will show the assignments by month and year, along with collections on those assignments monthly and overall. This report will provide original assigned amounts, cancels, average assigned amounts, average age of account referred and cumulative recovery rates on each referral month and year. The history report can also be accompanied by a stair-step analysis showing by month the collections on each inventory of assignments. This report is ultimately used as a forecasting model for future collections.
- **Status Summary Report** – This report provides a summary of assignment, collection and balance statistics by status and a summary of statistics by age of account. Select inventories of previous assignments can also be sorted and reported separately on these summary reports.
- **Collection Performance Report** – This report will provide in Excel format an analysis of the monthly referrals and collections . . . as well as a tracking for a minimum of the past thirteen months and cumulative collection performance on a gross and net basis.

RSI also maintains a Client interaction tool called Client Access Web (www.clientaccessweb.com) which allows RSI's client to securely review accounts, review standard reports, create custom reports, request account cancellations or edits, report account status changes, securely upload documents or correspondence, securely upload data files, or send messages (like an e-mail system) regarding a specific account. ClientAccessWeb.com is a cost-effective solution for providing a secure communication interface to RSI's clients.

The following is a list of components and features of Client Access Web:

- Secure Log In Screen
- Main menu includes options for Account Inquiry, Reports, New Account Entry, Data Uploads, and a Message Center.
- The Account Inquiry Screen allows for individual account search by account number, name, phone number, social security number or other custom fields (IE balance owing).
- The New Account Entry screen allows for a manual upload of individual accounts outside of the normal electronic files uploading.
- The Client File Upload screen allows for data files to be securely transferred to RSI's server. The upload is encrypted and HIPAA compliant.

- The Message Center allows sending and receiving of secure messages to anyone else with an ID on the system. This can be restricted as required.
- The Reporting Screen allows for the user to access any one of 12 standard reports or to use the Report Generator tools to create a custom user report. Once custom reports are created, they can be saved, edited, re-ran and shared with users depending on preferences. All reports (standard and custom) can also be downloaded to .XLS or .TXT files for printing or sending electronically to others.

Each client can be assigned as many User IDs and Passwords as is desired. Restrictions can be placed to limit what data each user can review or edit. For example, a low level user may only be able to send an account message, while a high level user can create and review custom reports.

Should CSSD need assistance in setting up, running or reading any provided reports, RSI will provide any assistance necessary to resolve any confusion, as required in Section C.3.3.1.

NCP Payments (C.3.1.7) and Securing Payments

In discussing re-payment with an obligor, RSI will seek payment of full support plus full arrears at the initiation of the collection effort. RSI normally recommends payments be made in the form of personal check, cashier's check, money order, cash or credit card. However, RSI will comply with the requirements of the RFP and only accept cashiers checks, money orders and electronic payments, as referenced in Section C.3.1.7. Most often, the obligor will, at best, only be capable of paying partial payments and some plan for reducing the arrearage. Under these scenarios, RSI would set these individuals up on an automated payment plan through the collection system.

As required in Section C.3.1.1.1 and Section C.3.2.1, all payments made on a child support case are routed to the proper jurisdiction for processing with the CSSD IV-D case number, Social Security Number and name by 9:00 AM on the day following receipt. RSI instructs the obligors through letters and telephone conversations that all payments must be made through the proper processing procedures.

Once the payment plan is initiated, RSI is able to monitor the payments made through the system's automated notices series. The system (1) creates an automated payment plan, (2) sends a letter several days in advance of the due date, and (3) several days following the due date, sends a default notice in the event of a non-payment. The recovery specialists have the option of selecting a date in the future when they may review the payment plan to ensure the obligor is fulfilling a promise made for payment. All payments will be directed to the proper jurisdiction, and not to RSI.

Should RSI receive payment with insufficient information to process, the recovery specialists, within 24 hours will attempt to contact the NCP to obtain corrected information, as required in Section C.3.2.2. In addition, should RSI receive damaged or unacceptable forms of payment, it will return said payments to the payer, with an explanation and will attempt to contact the NCP within 24 hours to secure new payment. RSI will use its best efforts to receive a reissued paper collection as quickly as possible, as required in Section C.3.2.3. Should any dispute arise, RSI will provide evidence as listed in Section C.3.2.5, to assist in resolving the dispute for credit.

On average, RSI will attempt some form of collection activity on a case several times prior to the first payment arriving. These attempts include telephone calls to the obligor at home and work, collection letters mailed to the residential address and intensive skip tracing efforts to locate obligors who have moved from the last known address. Each action taken on a case is carefully noted on the case file at RSI. These collection efforts ultimately result in the first payment arriving as soon as possible after collection activity begins.

Once RSI receives a payment from a responsible party, this account rises to the very top in terms of ultimate recoverability. RSI estimates that, for a majority of cases which receive a payment, RSI will continue receiving payments, particularly when follow-up is completed. For those cases that make a first payment and subsequent payments without RSI reminders, follow-up is estimated to be substantially lower. Only through repetitive collection attempts and reminders do most of these obligors ultimately stay with their plan. This method of consistent reminders and follow-up is in line with RSI's diligent approach toward collections. RSI's recovery specialists monitor their arrangements closely as a portion of their performance and incentive compensation is directly related to overall collections. The factors of performance

related issues, incentives and RSI's customer service approach have led to its success of overall collections over that of its competitors.

c. Conceptual form letter

The letter series mailed to the noncustodial parent is consistent with RSI's approach to collection activity, with accurate and precise information in a comprehensible format. Each letter in the letter series sent to the obligor is mailed every twenty-one to twenty-eight days. RSI's letters are numbered and the description of those letters follows:

NOT1 - First Notification to Responsible Parties

This letter is scheduled to go out immediately following the assignment of the account, to notify the obligor of the balance owed, the fact that the account has been assigned for collection to RSI, and provide the required notification of the consumer's rights.

NOT2 - Second Automated Letter in Series

This letter goes out twenty-one days following NOT1, presuming there has not been an adequate response to the first letter nor a mail return of previous letters. Between NOT1 and NOT2, RSI recovery specialists will have made attempts to reach the obligor by telephone.

NOT3 - Third Letter in Regular Letter Series

NOT3 is sent out twenty-one days following NOT2 if there has been no adequate response or mail returned. By now several attempts have been additionally made by telephone. By this point in the collection process, if attempts have been fruitless in reaching or locating the obligor, RSI employees will have run credit bureau report and/or skip traced these individuals through the access of on-line national databases.

NOT4 - Child Support Obligation Reminder

Twenty-eight days following the sending of NOT3, and every twenty-eight days thereafter, up to six months from assignment, assuming no adequate response by obligor or mail return or suspension of collection activity, NOT4 will be sent reminding the responsible party of their obligation of child support. Call attempts, location attempts and asset searches and verification will continue until the account is collected, suspended or closed and returned to the District.

Collection attempts will continue to be made during the letter series as well as attempts to telephone the noncustodial parent. Each time a new address is located for an obligor, the RSI letter series is started to that address, advising the obligor of assignment of the case to RSI. As evidenced in its letter copies, RSI provides a toll free number on all letters and during all contacts with NCP's, as required in Section C.3.3.2. RSI also maintains standard business hours of 8AM-5PM, M-F

Additional letters include:

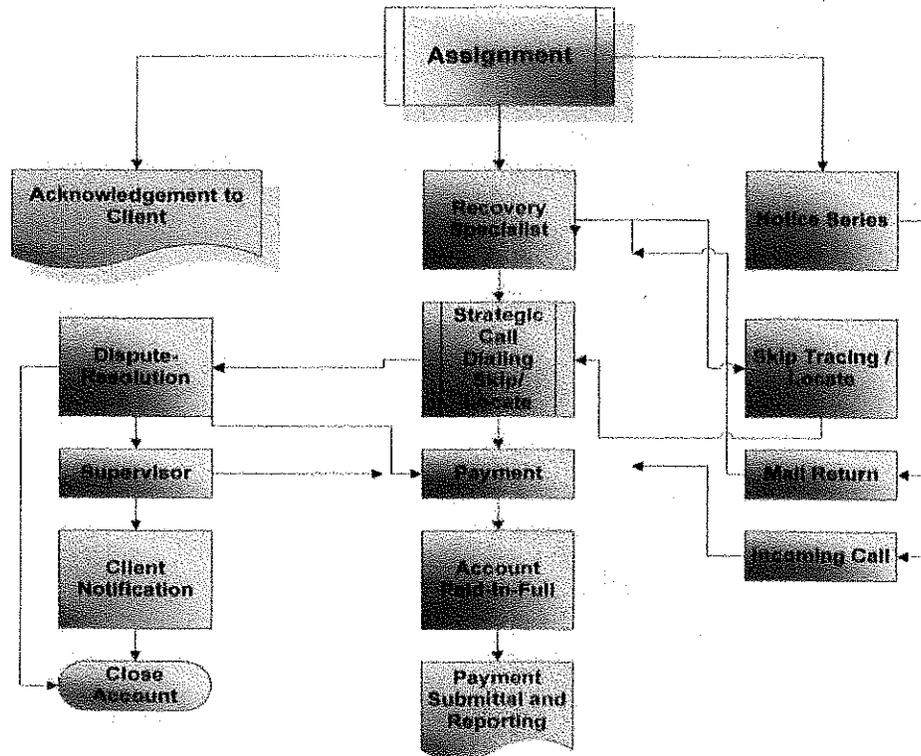
NOT7	Promise to Pay Notice
NOTPP1	Initial Payment Plan Notice outlined agreed upon terms
NOTPP2	Payment Plan Reminder Notice
NOTPP3	Payment Plan Past Due Notice
NOT8	Assignment of Wages Notice
NOT5	Final Dispute Validation (documentation) Notice
NOT12	Dispute Validation Notice (instructions)

Samples of our standard letters can be found behind TAB 2.

d. Process-Flow Charts documenting the Offer's collection (C.3.1) and processing (C.3.2)

This flowchart serves as a guide to all account management regardless of the account balance, location of debtor, and contact information available. This strategy, again, serves as a backdrop to our collection methodology and effectiveness of our collections.

Primary Collections Flowchart



e. Conceptual Disaster Recovery Plan (C.3.5)

RSI's collection system is based on an IBM RS/6000 CPU, accessed by its recovery offices through a Wide Area Network (WAN). Except for the rare planned down times for upgrades (usually done in the late evenings or weekends), RSI's systems are nearly always available, and extremely reliable. RSI can leverage multiple pathways to the Internet from different regional data centers that reduce, if not eliminate downtime. In addition, we have a corporate office in Phoenix, Arizona that serves as backup support to our systems. Should a downtime situation occur in one of our locations, the use of reciprocal systems in both our locations allows for immediate access of all data on its host system. With the use of a VoIP phone system, calls can also be routed to the other site. The use of this alternate data access and VoIP phone system between offices ensures a limited, if any, interruption in service should a failure occur. RSI has a written disaster recovery plan that

further details this procedure in the event of a system failure or inaccessibility of the facility, but has never encountered any of these events in its twenty four years of operations. RSI will provide CSSD with a copy of its Disaster Recovery Plan, upon request, which meets all the requirements listed in Section C.3.5.

f. Conceptual Security Procedures (C.3.7)

RSI understands the need for securing confidential and private documents, electronic information and other sensitive data. RSI has numerous layers of security in place to ensure that written and electronic data remains secure. The following is a compilation of those features related to security, which demonstrates our compliance with all items under Section C.3.7:

- Access to RSI's Operations Center, where work is performed, is a private office building. Other than normal business hours, access to the building is restricted via key card to authorized personnel only.
- Access to RSI's office suite is only gained through the reception area. All guests are greeted by a receptionist and must sign in/out of a guest log. This includes clients, visitors and vendors used by RSI such as delivery companies, etc... All guests must be escorted at all times by an RSI employee. Unless special arrangements are pre-approved, visitors are not allowed on the collection floor.
- In the event of termination or cessation of employment, the locks on the suite door are changed and keys reissued, as appropriate.
- There are levels of key access into the suite as well. Only those managers that need will receive a key to the front door ONLY. Master keys that open all office doors are administered to RSI's top management ONLY.
- All incoming mail is opened by a Customer Service Representative (CSR). Each piece of mail is looked up on the host CUBS system, documented in the case notes as "correspondence received", and stamped with today's date. The original document is then photocopied and sent to a secure file area to be filed by RSI account number. The photocopied document is then delivered to the Recovery Specialist for appropriate action and follow up. When the Recovery Specialist has completed work on the document, the photocopy is sent to the shredder bin. If the Recovery Specialist needs to retain the document past the current business day, it is placed in a secured envelope and locked in a desk file drawer.
- All onsite paper files are secured at RSI in a central filing area. RSI maintains a secure, central filing area that can only be accessed using a separate key. Each filing cabinet has its own lock and is secured each evening before the office closes. The door to this filing room is also locked to ensure multiple layers of physical security for documents.

- These documents are filed by RSI account number and locked in metal filing cabinets. Only authorized personnel may enter the filing room. If a Recovery Specialist needs a document previously filed away, he/she must submit a request. The file is pulled, a photocopy made and delivered to the Recovery Specialist for review.
- All incoming faxes are received a central point in a secure media room. A CSR receives these faxes and logs them in the same process used for incoming mail. They are documented as "fax received" in the case notes.
- All documents are sent to a secure (locked) shredding bin when their use is completed. All employees are required to empty all documents for shredding from their personal areas to the shredding bin each day before leaving.
- Voice mails are secured via a Telesphere voice mail system which required a user name and password to access.
- All RSI employees are required, as part of the RSI employee handbook, agree not to discuss account or client information with anyone outside of RSI or within RSI that is not required to know.
- Electronic data security has multiple layers and protections. Access to any system within RSI is controlled by multiple levels of passwords and logons. Passwords are required to have an upgraded level of complexity and must be changed on regular intervals.
- RSI uses FrontBridge to filter emails for malicious intent and verify emails are clean of viruses.
- RSI's email exchange server is housed in the secure IT room.
- RSI's email is a secured HTTPS-SSL Shell/Portal, requiring that end users also be on a secure network (HTTPS-SSL) or through use of VPN Client.
- Access to emails can only be granted after supplying the proper credentials such as username, domain and MS enhanced security password.
- For further protection, any documents containing sensitive information must either be password protected or sent through an additional secure method such as a Client Access Web (CAW), FTP server, Zix messaging, PGP encryption or other related software.
- RSI currently has an alternative secure messaging system called Client Access Web. This tool is also protected as an HTTPS-SSL, as is our email server.
- RSI has used and is willing to use again, 3rd party software such as PGP provided the end users have access as well.
- A client representative uploads the files to <https://www.clientaccessweb.com/RSI/login/secure.asp> through a SSL secure connection using a unique user ID and password that has been assigned to them. An authorized support personnel from RSI receives notification the file is available and also through a SSL secure connection uses their unique user ID and password to download the file to a secure location on RSI's network

- Once the files are retrieved they are placed on the CUBS system within a "LOGON Branch" that is only accessible by RSI management & administrative staff and employee's that are assigned to the project. This server is secured by two layers of authentication and the CUBS server has all latest security patches/updates.
- After the data files is loaded into the CUBS system, the raw files is placed on a secured Microsoft server using NTFS file security, ensuring no other users other than RSI management & administrative staff can access these files. After a specific time elapses the files are then archived to CD and placed in a locked file storage area behind a locked door with access only to IT and corporate personnel.
- RSI archives files to tape using CA BrightStor backup software with encryption. The weekly and monthly files are then sent offsite to a secure location at an Iron Mountain data storage facility. These backups are routinely sent and retrieved at a predetermined schedule. When the backup are returned from storage they are erased and put back into a scratch (blank) tape status and reused for future backup usage.
- Time Frame for keeping tapes:

UNIX/UNIVERSE	Weekly backups – keep 5 weeks
Full Restore (AIX)	Monthly backups – keep 3 years
	Yearly backups – keep 7 years
Individual Logons	Monthly backups – keep 2 years
Microsoft Network	Weekly backups – keep 5 weeks
	Monthly backups – keep 12 months
	Yearly backups – keep 7 years

Compliance/Security

Ensuring and maintaining compliance continues to be a challenge for many reasons, including but not limited to frequent changes in regulations that govern our activities increased scrutiny from industry experts. The broad scope of "compliance" incorporates many facets of State Law, Federal Law, FTC Regulations, FCRA regulations, ACH Transactional Law, Red Flags and FDCPA, as well as compliance with client contracts and their defined scopes of work. The industry is constantly shifting, and as more and more regulations are applied, the greater the risk and liability for RSI and its customers.

RSI believes it is vitally important to have a strong compliance program to cover all facets of our business, including those listed above. RSI's compliance program maintains the following benefits:

- ▶ Reduced Fraud and Abuse
- ▶ Promotes Effective Internal Controls
- ▶ Improved Collaboration with all Clients/Partners
- ▶ Identify and Prevent Criminal and Unethical Conduct
- ▶ Centralized Source for Acquiring and Distributing Data on Laws and Regulations
- ▶ Demonstrates RSI's Commitment to Legal and Ethical Corporate Conduct.

The program starts with a Compliance Officer. The Compliance Officer has overall responsibility of the account flow, and developing an efficient and client focused process for handling of collections accounts, as well as, the overall Federal and State law compliance for the company. The Compliance Officer oversees the development, implementation, maintenance of and adherence to the agency's compliance principles, policies, and practices. The following is list of the essential components of the program and the responsibilities of the Compliance Officer:

- Monitor and Advise of Legislative Updates: (I.e. Red Flags, FDCPA, FTC, FCRA, HIPAA, FACT, Gramm-Leach-Bliley and ACH)
- Monitor and Advise of Regulation Changes for State, Federal and Local Mandates as well as industry requirements.
- Monitor Case Law that directly impacts our ability to comply with Standard Regulations.
- Systemic Review of DIS, BAN, ATY and other actions requiring regulatory compliance.
- Call Monitors related to compliance with Client Expectations, State, Federal and Local regulations.
- Internal Audit of Various Processes such as Cash Posting, Filing, Mail Handling, Managers Files, Shredding, Fax Logs, etc.)
- Internal Audit of accounts, calls and mail processing for HIPAA compliance (I.e. including fax logs, complaint logs, accepting and responding to complaints etc.).
- Acceptance, Review and respond to BBB, Attorney General and State Banking Complaints. Maintain records of each.

- Offsite Employee Audits (All processes).
- Internal Audit of Compliance with Client contracts / scope of work (i.e. account work flow etc.).
- Internal Audit of Client System User name and Passwords (i.e. Access Compliance).
- Monitor and Review E-Oscar Responses.
- Internal Audit / Review of Letters – Compliance with all Regulations (i.e. language, frequency, by client, closed states etc.).
- Make recommendations to the Executive Team on how to improve compliance through processes, licensing, training etc.

This is just an overview of RSI's compliance/security program. As the industry becomes more sophisticated, the issue of compliance becomes that much more important. RSI, with the help of ACA has implemented a solid compliance program which ensures security for both RSI and its customers.

L.2.1.3 TECHNICAL EXPERTISE

- a. **A narrative describing the Offeror's staffing plan to provide the required services and the rationale for the specific. (C.3.6)**

RSI will provide recovery specialists, administrative staff and a supervisor, all of whom will be dedicated solely to the collection of DC child support accounts under this contract. Based on the initial referral of cases, RSI will staff this project with the appropriate amount of staff members so as to create the most efficient ratio of accounts per recovery specialist. This project will be driven by the President and CEO, Executive VP and COO, Regional Manager, Bad Debt Manager, and Recovery Specialists.

Within the RSI organization distinct collection service divisions are in place for each of our collection clients. RSI has created this separation between its clients within its organization to ensure the privacy and confidentiality of information provided by that client. Securing a separate and dedicated staff provides the highest level of quality and service by RSI employees, whose primary goal is to service only that specific client. The District will have a specific and dedicated staff with separate and secure computer access to only DC child support accounts. All RSI employees must successfully pass a drug screening, a background check and a comprehensive profile before they

are eligible for hire. RSI's own standards are the same as CSSD's, as referenced in Section C.3.6.3. Once a qualified hire has been made, RSI does everything in its power to make this individual a success, both personally and professionally. The first step is the training necessary to give this person the confidence and knowledge necessary to most productively complete their task. The areas covered in this training include the following.

- RSI Business Philosophy and Job Scope
- FDGPA and Statutory Education
- Collection Techniques Training
- Automated Collection System Training
- Skip Tracing Techniques
- Client and Specialized Industry Training (E.g., Child Support)
- Asset Location and Verification Training
- Customer Service

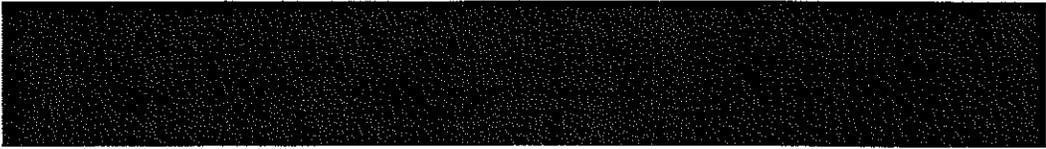
RSI's key personnel have accomplished the scope of the proposed efforts in similar contracts. The individuals assigned to this project provide an average of 15 years of child support and/or collection experience. The following detailed narrative outlines the background and reflects the ability of these key individuals to perform the required services of this program.

Individuals who will be involved in the planning, implementation and management of this effort include

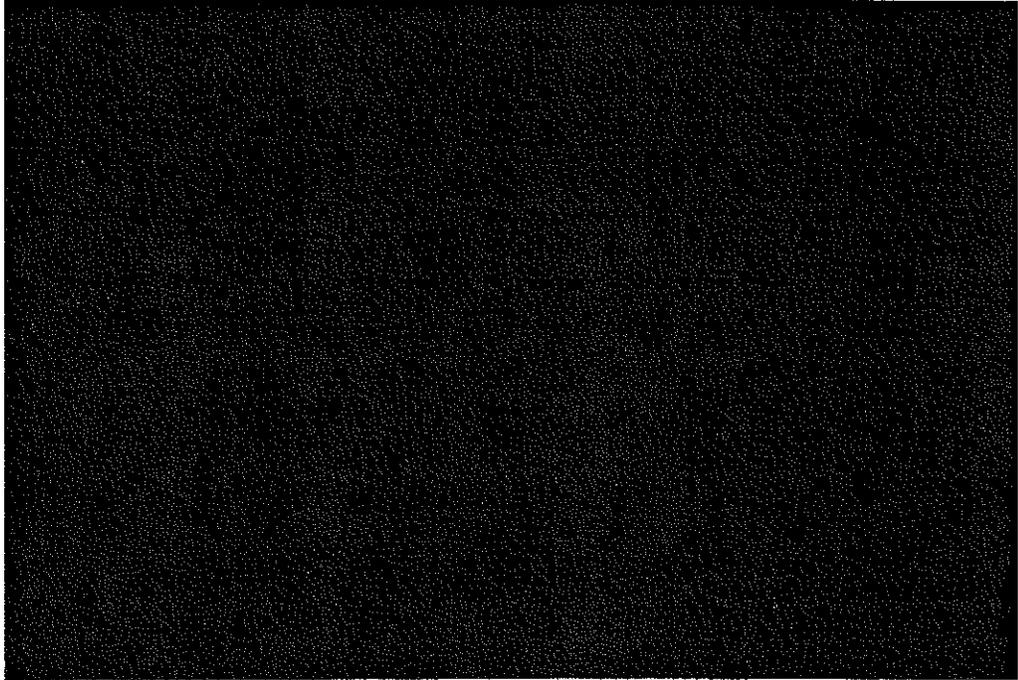
- Christian Ulrich, President and CEO
- Lynne F. Wisheart, Executive Vice President and COO
- [REDACTED] Regional Manager
- [REDACTED] Recovery Manager

Christian P. Ulrich – RSI (Since 1996)
PRESIDENT AND CEO





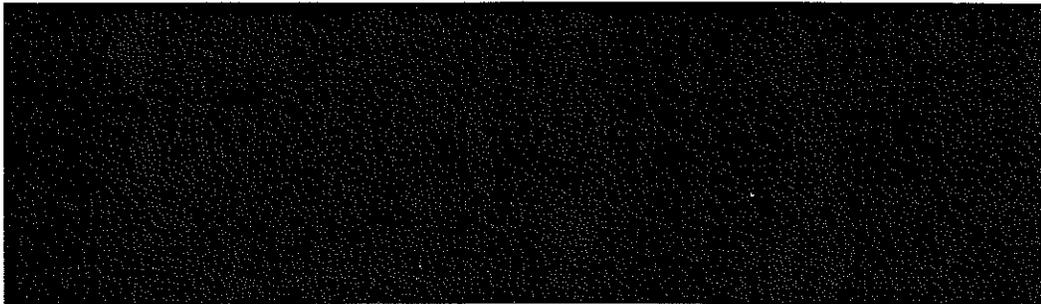
Lynne F. Wisehart- RSI (Since 1994)
EXECUTIVE VICE PRESIDENT AND COO



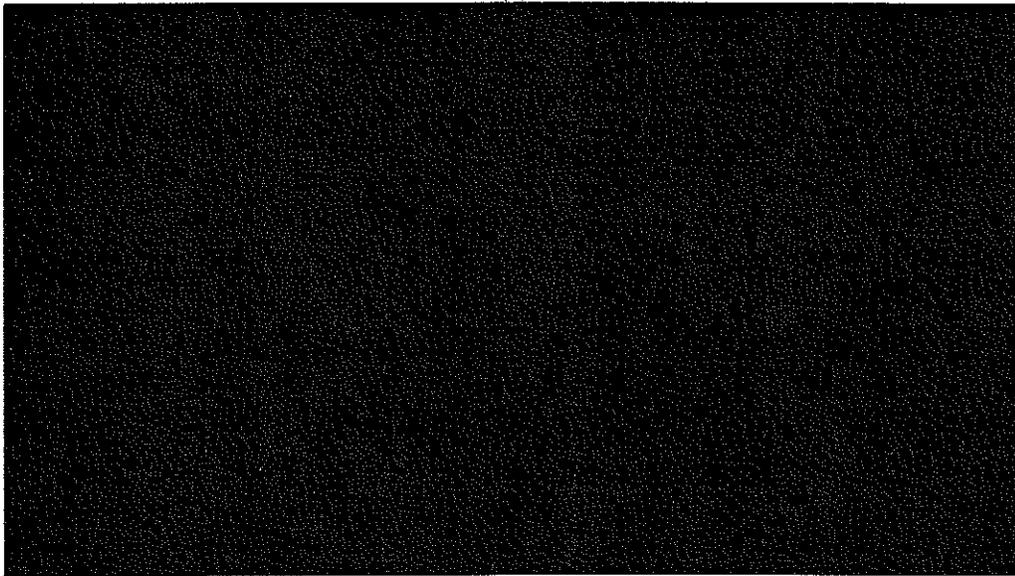
REGIONAL MANAGER



R(a)(2)



RECOVERY MANAGER



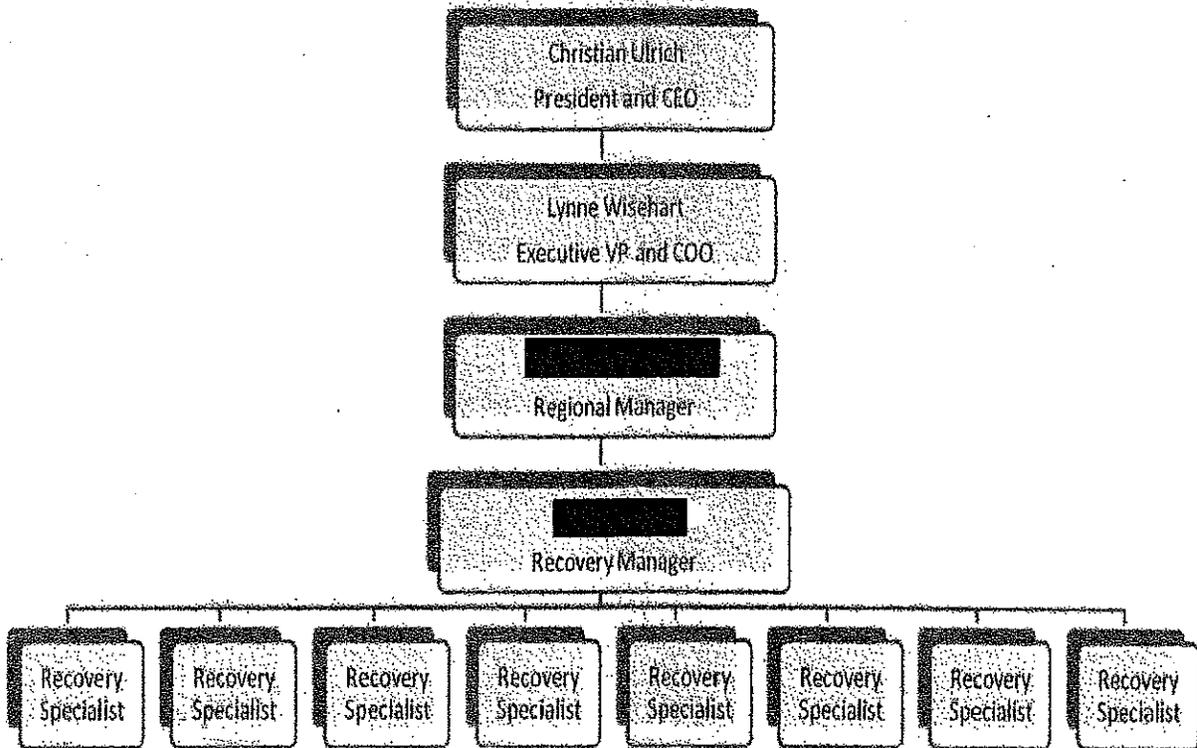
RECOVERY SPECIALISTS

Our recovery specialists will be assigned upon contract award.

- b. An organizational chart illustrating the Offeror's staffing plan that clearly delineates at a minimum the following:
1. Each staff member to perform services under this contract and the corresponding position/title
 2. Reporting Lines clearly showing the lines of accountability

The subsequent organizational chart illustrates a typical unit structure for RSI's bad debt department managed in our DC Metro Office and will be the same staffing plan utilized for this contract.

R(a)(2)



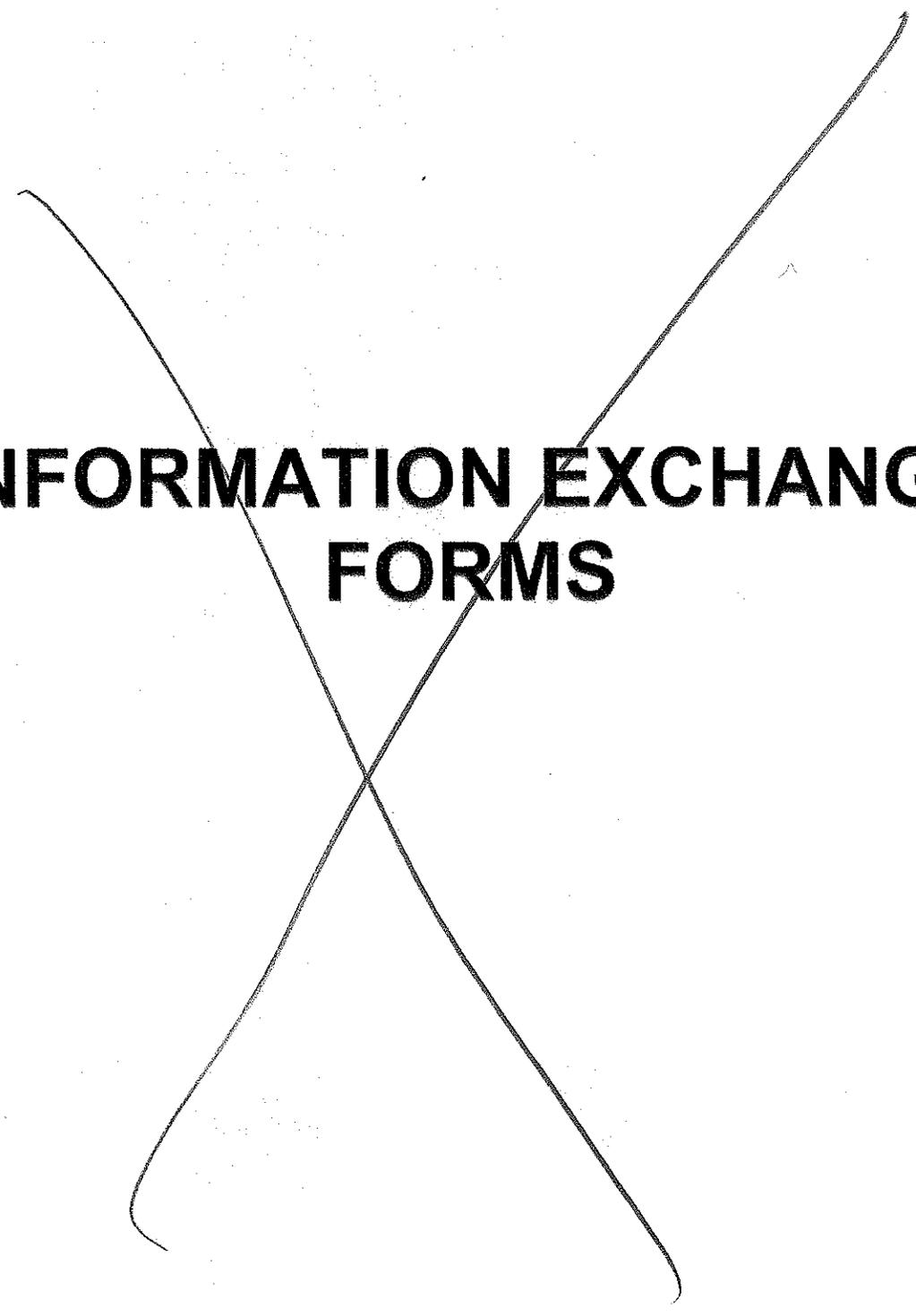
c. The Offeror shall provide the following information for EACH staff position/title appearing on the Offeror's Organizational Chart:

1. Resumes, Certifications, and Licenses, as applicable
2. Position Description
3. Years of relevant work experience on similar projects

Please see TAB 2 for resumes for Christian Ulrich, Lynne Wischart, ██████████
 ██████████ Also included are job descriptions for the above mentioned individual's positions, as well as recovery specialists.

R(a)(2)

**INFORMATION EXCHANGE
FORMS**

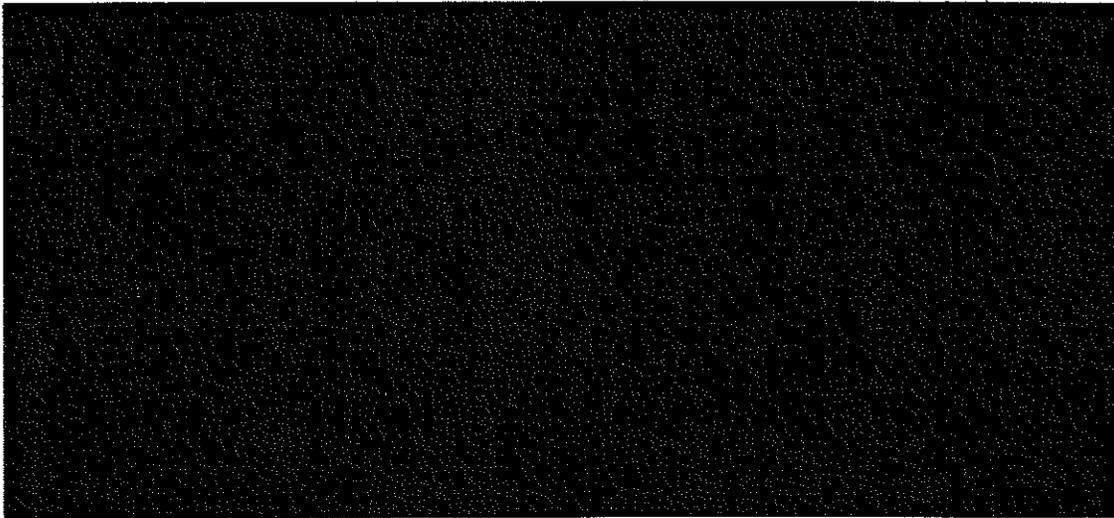



DEPARTMENT OF ECONOMIC SECURITY
Your Partner for A Stronger Arizona

Janice K. Brewer
Governor

Neal Young
Director

October 13, 2009



3443 N Central Ave Phoenix, AZ 85012 019A
Telephone (602) 771-8000 x18323 • Fax (602) 771-8349 • www.azdes.gov

R(a)(1)

CALIFORNIA NOTICE

The state Rosenthal Fair Debt Collection Practices Act and the federal Fair Debt Collection Practices Act require that, except under unusual circumstances, collectors may not contact you before 8 am. or after 9 p.m. They may not harass you by using threats of violence or arrest or by using obscene language. Collectors may not use false or misleading statements or call you at work if they know or have reason to know that you may not receive personal calls at work. For the most part, collectors may not tell another person, other than your attorney or spouse, about your debt. Collectors may contact another person to confirm your location or enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission at 1-877-FTC-HELP or www.ftc.gov. *Nonprofit credit counseling services may be available in the area.*

As required by law, you are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

COLORADO NOTICE

A consumer has the right to request in writing that a debt collector or collection agency cease further communication with the consumer. A written request to cease communication will not prohibit the debt collector or collection agency from taking any other action authorized by law to collect the debt. FOR INFORMATION ABOUT THE COLORADO FAIR DEBT COLLECTION PRACTICES ACT, SEE WWW.COLORADOATTORNEYGENERAL.GOV/CA.

MAINE Notice

RSI Enterprises, Inc.'s mailing address is 5440 W. Northern Avenue, Glendale, AZ 85301. Our hours of operation are Monday-Friday, 8:00am-5:00pm MST.

MASSACHUSETTS NOTICE

NOTICE OF IMPORTANT RIGHTS. YOU HAVE THE RIGHT TO MAKE A WRITTEN OR ORAL REQUEST THAT TELEPHONE CALLS REGARDING YOUR DEBT NOT BE MADE TO YOU AT YOUR PLACE OF EMPLOYMENT. ANY SUCH ORAL REQUEST WILL BE VALID FOR ONLY TEN DAYS UNLESS YOU PROVIDE WRITTEN CONFIRMATION OF THE REQUEST POSTMARKED OR DELIVERED WITHIN SEVEN DAYS OF SUCH REQUEST. YOU MAY TERMINATE THIS REQUEST BY WRITING TO THE DEBT COLLECTOR. HOURS OF OPERATION: 8 AM to 4:30 PM, M-F, EST.

MINNESOTA NOTICE

THIS COLLECTION AGENCY IS LICENSED BY THE MINNESOTA DEPARTMENT OF COMMERCE.

NEW YORK NOTICE

New York City Department of Consumer Affairs License #1021980 for RSI Enterprises, Inc.

NORTH CAROLINA NOTICE

Our mailing address is RSI Enterprises, Inc., 5440 W. Northern Avenue, Glendale, AZ 85301. PERMIT #3821.

TENNESSEE NOTICE

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UTAH NOTICE

As required by Utah law, you are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

WISCONSIN NOTICE

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RSI ENTERPRISES INC.

PO Box 710507 - Herndon, VA 20171

Toll Free 1-800-774-2455

Se Habla Español



513413-3

April 16, 2007

Re: **COURT ORDERED CHILD SUPPORT DUE**
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

PAYMENT REMINDER

We are sending you this reminder to help you meet your obligation on schedule. Please note the amount due below and make your payment today, so it is received by the due date.

Current Amount Due: \$«Insert25»

Pay This Amount: \$«Insert25»

Payment Due Date: «Insert26»

Amounts paid shall be applied to any current support owed before being applied to arrears amount(s) owed. If you have more than one child support case/order, payments received shall be distributed amongst those multiple cases in order of case priority. For further information, write to the address listed above or call Toll Free 1-800-774-2455.

This communication is from a debt collector.

This is an attempt to collect a debt. Any information obtained will be used for that purpose.

FOR INFORMATION REGARDING SPECIFIC STATE REQUIREMENTS, PLEASE REFER TO THE REVERSE SIDE OF THIS LETTER

CCU065125DCPP2

In order to credit your account properly, please return the bottom portion with your payment
Include your name, Social Security Number and IV-D Case Number when submitting payment.

CU065125
PO Box 1022
Wixom MI 48393-1022
ADDRESS SERVICE REQUESTED

Re: COURT ORDERED CHILD SUPPORT DUE
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

April 16, 2007

Amount Enclosed: \$ _____

#BWNHRMD 639031 1
#0414 1630 0000 0014# 513413-3-AZ1
PERSONAL & CONFIDENTIAL
Ima Debtor
1234 Main Street
Washington D.C. XXXXX

RSI Enterprises, Inc.
PO Box 710507
Herndon VA 20171

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RSI ENTERPRISES INC.

PO Box 710507 - Herndon, VA 20171

Toll Free 1-800-774-2455

Se Habla Español



513413-3

April 16, 2007

Re: COURT ORDERED CHILD SUPPORT DUE
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

DISPUTE VALIDATION INSTRUCTIONS

Thank you for responding to our request for assistance in resolving the matter referenced above. In order to expedite the resolution of your dispute, please read the instructions below CAREFULLY.

As this matter pertains to a court order, proof of claim or dispute validation documents must be CERTIFIED AND/OR NOTARIZED. Acceptable forms of proof of claim or dispute are:

1. Court orders or stipulations (with court seal), or
2. Copies of canceled checks (front and back) substantiating all or a portion of the case balance, or
3. Original certified payment record if you have been paying the obligation through a different court, or
4. A signed and notarized affidavit of direct payment from the custodial parent if you have been paying them directly.

If you are unable to provide such proof of claim or dispute validation, you may seek legal counsel to assist you, or pay the full case balance reflected above, in full immediately.

We will attempt to assist you in resolving any errors that may be present in your case. However, in order to accomplish this, we must have your complete cooperation.

Please respond with necessary documentation of proof within thirty (30) days to PO Box 710507, Herndon, VA 20171.

Very Truly Yours,

<Insert Account Rep Name>
Enforcement Unit 3
RSI Enterprises, Inc.

Amounts paid shall be applied to any current support owed before being applied to arrears amount(s) owed. If you have more than one child support case/order, payments received shall be distributed amongst those multiple cases in order of case priority. For further information, write to the address listed above or call Toll Free 1-800-774-2455.

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FOR INFORMATION REGARDING SPECIFIC STATE REQUIREMENTS, PLEASE REFER TO THE REVERSE SIDE OF THIS LETTER

CCU085125DC12

In order to credit your account properly, please return the bottom portion with your payment
Include your name, Social Security Number and IV-D Case Number when submitting payment.



CJ065125
PO Box 1022
Wixom MI 48393-1022
ADDRESS SERVICE REQUESTED

Re: COURT ORDERED CHILD SUPPORT DUE
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

April 16, 2007

Amount Enclosed: \$ _____

#BWNHRMD 639031 1
#0414 1630 0000 0014# 513413-3-AZ1
PERSONAL & CONFIDENTIAL
Ima Deblor
1234 Main Street
Washington D.C. XXXXX

RSI Enterprises, Inc.
PO Box 710507
Herndon VA 20171

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PO Box 710507 - Herndon, VA 20171
Toll Free 1-800-774-2455
Se Habla Español



513413-3

April 16, 2007

Re: **COURT ORDERED CHILD SUPPORT DUE**
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

ASSET IDENTIFICATION NOTICE

We have successfully identified an asset(s) listed or held in your name. This information has been reported to our client, the District of Columbia, Child Support Services Division

To avoid any activities that may be taken against you involving your asset(s), you need to contact us to **FULLY** resolve your outstanding child support arrears. The time to address this matter voluntarily and assist in a resolution is **NOW**. Failure to do so may limit your future options.

Very Truly Yours,

<Insert Account Rep Name>
Enforcement Unit 3
RSI Enterprises, Inc.

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CCU0851250C10

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CU065125
PO Box 1022
Wixom MI 48393-1022
ADDRESS SERVICE REQUESTED

Re: COURT ORDERED CHILD SUPPORT DUE
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

April 16, 2007

Amount Enclosed: \$ _____

#BWNHRMD 639031 1
#0414 1630 0000 0014# 513413-3-AZ1
PERSONAL & CONFIDENTIAL
Ima Debtor
1234 Main Street
Washington D.C. XXXXX

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PO Box 710507 - Herndon, VA 20171

Toll Free 1-800-774-2455

Se Habla Español



513413-3

April 16, 2007

Re: COURT ORDERED CHILD SUPPORT DUE
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

ASSIGNMENT OF WAGES

We have been advised by our client that a legal assignment has been successfully executed against your wages. This action ensures that your current child support obligation will be paid on a regular basis.

WE NOW REQUIRE ARRANGEMENTS FOR THE REMAINING BALANCE.

Contact our office immediately.

Very Truly Yours,

<Insert Account Rep Name>

Enforcement Unit 3
RSI Enterprises, Inc.

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CCU065125D08

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CU065125
PO Box 1022
Wixom MI 48393-1022
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April 16, 2007

Amount Enclosed: \$ _____

#BWNHRMD 639031 1
#0414 1530 0000 0014# 513413-3-AZ1
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Ima Debtor
1234 Main Street
Washington D.C. XXXXX

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PO Box 710507 - Herndon, VA 20171

Toll Free 1-800-774-2455

Se Habla Español



513413-3

April 16, 2007

Re: **COURT ORDERED CHILD SUPPORT DUE**
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

PROMISED PAYMENT

This will confirm our conversation regarding the matter referenced above and your commitment to pay \$«Insert25» by «Insert26». If for any reason you are unable to mail the payment by the due date, please call our office immediately.

Unless we hear from you, we will proceed with collection activity.

Very Truly Yours,

<Insert Account Rep Name>

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CCU065125007

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CU065125
PO Box 1022
Wixom MI 48393-1022
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April 16, 2007

Amount Enclosed: \$ _____

#BWNH-RMD 639031 1
#0414 1630 0000 0014# 513413-3-AZ1
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Washington D.C. XXXXX

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Herndon VA 20171

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Se Habla Español



513413-3

April 16, 2007

Re: **COURT ORDERED CHILD SUPPORT DUE**
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Arrears Amount Due: \$1000.00

FINAL DISPUTE VALIDATION REQUEST

It has been more than thirty (30) days since we spoke with you regarding the above referenced matter. We have been waiting patiently for the dispute validation document(s) you promised to send.

Unless you contact this office within ten (10) days from the date of this letter, we will assume that the case balance reflected above is valid, and proceed with further collection activities against you.

Very Truly Yours,

<Insert Account Rep Name>

Enforcement Unit 3

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CCUG651250C5

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1041416300000014# 513413-3-AZ1
PERSONAL & CONFIDENTIAL
Ima Debtor
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Se Habla Español



513413-3

April 16, 2007

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 Current Support Due: \$10.00
 Arrears Amount Due: \$1000.00

DELINQUENT CHILD SUPPORT OBLIGATION

Our many attempts to resolve your case balance have gone unanswered. It is not too late to possibly avoid the activity necessary to enforce payment of your court ordered child support.

Contact our office immediately.

Very Truly Yours,

<Insert Account Rep Name>
 Enforcement Unit 3
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CCU065125DC4

In order to credit your account properly, please return the bottom portion with your payment
 Include your name, Social Security Number and IV-D Case Number when submitting payment.



CU065125
 PO Box 1022
 Wixom MI 48393-1022
 ADDRESS SERVICE REQUESTED

Re: COURT ORDERED CHILD SUPPORT DUE
 Custodial Parent: White, Snow
 IV-D Case Number: 00012345678
 Current Support Due: \$10.00
 Arrears Amount Due: \$1000.00

April 16, 2007

Amount Enclosed: \$ _____

#BWNHRM0 639031 1
 #0414 1630 0000 0014# 513413-3-AZ1
 PERSONAL & CONFIDENTIAL
 Ima Debtor
 1234 Main Street
 Washington D.C. XXXXX

RSI Enterprises, Inc.
 PO Box 710507
 Herndon VA 20171

CALIFORNIA NOTICE

The state Rosenthal Fair Debt Collection Practices Act and the federal Fair Debt Collection Practices Act require that, except under unusual circumstances, collectors may not contact you before 8 am. or after 9 p.m. They may not harass you by using threats of violence or arrest or by using obscene language. Collectors may not use false or misleading statements or call you at work if they know or have reason to know that you may not receive personal calls at work. For the most part, collectors may not tell another person, other than your attorney or spouse, about your debt. Collectors may contact another person to confirm your location or enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission at 1-877-FTC-HELP or www.ftc.gov. *Nonprofit credit counseling services may be available in the area.*

As required by law, you are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

COLORADO NOTICE

A consumer has the right to request in writing that a debt collector or collection agency cease further communication with the consumer. A written request to cease communication will not prohibit the debt collector or collection agency from taking any other action authorized by law to collect the debt. FOR INFORMATION ABOUT THE COLORADO FAIR DEBT COLLECTION PRACTICES ACT, SEE WWW.COLORADOATTORNEYGENERAL.GOV/CA.

MAINE Notice

RSI Enterprises, Inc.'s mailing address is 5440 W. Northern Avenue, Glendale, AZ 85301. Our hours of operation are Monday-Friday, 8:00am-5:00pm MST.

MASSACHUSETTS NOTICE

NOTICE OF IMPORTANT RIGHTS. YOU HAVE THE RIGHT TO MAKE A WRITTEN OR ORAL REQUEST THAT TELEPHONE CALLS REGARDING YOUR DEBT NOT BE MADE TO YOU AT YOUR PLACE OF EMPLOYMENT. ANY SUCH ORAL REQUEST WILL BE VALID FOR ONLY TEN DAYS UNLESS YOU PROVIDE WRITTEN CONFIRMATION OF THE REQUEST POSTMARKED OR DELIVERED WITHIN SEVEN DAYS OF SUCH REQUEST. YOU MAY TERMINATE THIS REQUEST BY WRITING TO THE DEBT COLLECTOR. HOURS OF OPERATION: 8 AM to 4:30 PM, M-F, EST.

MINNESOTA NOTICE

THIS COLLECTION AGENCY IS LICENSED BY THE MINNESOTA DEPARTMENT OF COMMERCE.

NEW YORK NOTICE

New York City Department of Consumer Affairs License #1021950 for RSI Enterprises, Inc.

NORTH CAROLINA NOTICE

Our mailing address is RSI Enterprises, Inc., 5440 W. Northern Avenue, Glendale, AZ 85301. PERMIT #3821.

TENNESSEE NOTICE

This collection agency is licensed by the Collection Service Board of the Department of Commerce and Insurance.

UTAH NOTICE

As required by Utah law, you are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

WISCONSIN NOTICE

This collection agency is licensed by the Division of Banking, PO Box 7876, Madison, Wisconsin 53707.

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This collection agency is licensed by the Division of Banking, PO Box 7876, Madison, Wisconsin 53707.

RSI ENTERPRISES INC.

PO Box 710507 - Herndon, VA 20171

Toll Free 1-800-774-2455

Se Habla Español



513413-3

April 16, 2007

Re: **COURT ORDERED CHILD SUPPORT DUE**
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

SECOND NOTICE

Please return your payment of the amount due, with this notice, or call Toll Free 1-800-774-2455. Using the provided postage-paid envelope and including your name, Social Security Number and IV-D Case Number, please submit payment to the address listed below.

We hope that you will take care of this obligation quickly so that further efforts by our office will not be necessary.

Very Truly Yours,

<Insert Account Rep Name>

Enforcement Unit 3
RSI Enterprises, Inc.

Amounts paid shall be applied to any current support owed before being applied to arrears amount(s) owed. If you have more than one child support case/order, payments received shall be distributed amongst those multiple cases in order of case priority. For further information, write to the address listed above or call Toll Free 1-800-774-2455.

This communication is from a debt collector.

This is an attempt to collect a debt. Any information obtained will be used for that purpose.

FOR INFORMATION REGARDING SPECIFIC STATE REQUIREMENTS, PLEASE REFER TO THE REVERSE SIDE OF THIS LETTER.

CC0065125002

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CU065125
PO Box 1022
Wixom MI 48393-1022
ADDRESS SERVICE REQUESTED

Re: **COURT ORDERED CHILD SUPPORT DUE**
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

April 16, 2007

Amount Enclosed: \$ _____

#BWNHRMD 639031 1
#0414 1630 0000 0014# 513413-3-AZ1
PERSONAL & CONFIDENTIAL
Ima Debtor
1234 Main Street
Washington D.C. XXXXX

RSI Enterprises, Inc.
PO Box 710507
Herndon VA 20171

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RSI ENTERPRISES, INC.

PO Box 710507 - Herndon, VA 20171

Toll Free 1-800-774-2455

Se Habla Español



513413-3

April 16, 2007

Re: **COURT ORDERED CHILD SUPPORT DUE**
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

This child support liability has been assigned to RSI ENTERPRISES, INC. by the District of Columbia, Child Support Services Division, for collection. As of the date of this letter, you owe \$1100.00. For further information, write to <Insert Account Rep Name> at the address listed above or call Toll Free 1-800-774-2455. Using the provided postage-paid envelope and including your name, Social Security Number and IV-D Case Number, please submit payment to:

PLEASE RETURN PAYMENT TO:

**RSI Enterprises, Inc.
PO Box 710507
Herndon VA 20171**

Amounts paid shall be applied to any current support owed before being applied to arrears amount(s) owed. If you have more than one child support case/order, payments received shall be distributed amongst those multiple cases in order of case priority. If you believe this information is incorrect, please call us at the number listed above and we will make every attempt to assist you.

Very Truly Yours,

<Insert Account Rep Name>
Enforcement Unit 3
RSI Enterprises, Inc.

This communication is from a debt collector.

This is an attempt to collect a debt. Any information obtained will be used for that purpose.

Unless you notify this office within thirty (30) days after receiving this notice that you dispute the validity of the debt or any portion thereof, this office will assume this debt is valid. If you notify this office, in writing, within thirty (30) days from receiving this notice that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request this office, in writing, within thirty (30) days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

FOR INFORMATION REGARDING STATE SPECIFIC REQUIREMENTS, PLEASE REFER TO THE REVERSE SIDE OF THIS LETTER.

CC065125001

In order to credit your account properly, please return the bottom portion with your payment
Include your name, Social Security Number and IV-D Case Number when submitting payment.



CU065125
PO Box 1022
Wixom MI 48393-1022
ADDRESS SERVICE REQUESTED

Re: **COURT ORDERED CHILD SUPPORT DUE**
Custodial Parent: White, Snow
IV-D Case Number: 00012345678
Current Support Due: \$10.00
Arrears Amount Due: \$1000.00

April 16, 2007

Amount Enclosed: \$ _____

#BWNHRMD 639031 1
#0414 1630 0000 0014# 513413-3-AZ1
PERSONAL & CONFIDENTIAL
I'm a Debtor
1234 Main Street
Washington D.C. XXXXX

RSI Enterprises, Inc.
PO Box 710507
Herndon VA 20171

SAMPLE LETTERS

Income Withholding Order Request

RSI

Request Date: _____

IV-D Case # _____

Location: _____

Local

Initiating

Responding

NCP DATA

NCP Name: _____

SSN: _____

NCP Address: _____

NCP Phone#: _____

EMPLOYER DATA

Employer Name: _____

Employer Address: _____

Employer Phone: _____

Verified With: _____

Date Verified: _____

Physical Site: _____

(If different than above) _____

RSI ENTERPRISES, INC.

13645 Dulles Technology Drive, Suite 200, Herndon, VA 20171
Main (703) 375-4306 / (800) 774-2155, Fax (703) 375-4366

Account Inquiry

RSI

Request Date: _____

IV-D Case #: _____

NCP Name: _____ SSN: _____

Vendor Account #: _____

Program Code Location:

Local

Initiating

Responding

1. Please provide a written record as provided for by law. Requesting:

Administrative Review

Request by NCP (Verbal/Written)

Attached Documentation

Request by NCP's Attorney (Verbal/Written)

Recalculation

2. The following information is provided for your review and consideration:

Request an Income Withholding Order to Employer (Verification Attached).

NCP deceased (Certificate of Death attached, or Date, County and State of death provided).

Request to close case. Reason: _____

Evidence of AFDC Fraud (Documentation attached).

Offer of Compromise (Documentation attached).

FYI: _____

3. The following recommendation(s) is/are being made regarding this case:

Attached assets (Detailed description attached).

Reduce arrears to judgment.

Review for Enforcement remedies (NCP has demonstrated that they will not cooperate to resolve case).

Consider for Administrative Lien.

Other: _____

Comments:

Asset Report

RSI

ATLAS #: _____

Request Date: _____

NCP Name: _____

SSN: _____

Vendor Acct # _____

Program Code Location:

Local

Initiating

Responding

The following information has been located and verified:

Annuity

Business Equipment

Credit Asset Available

Certificate of Deposit

Driver's License - Regular

Driver's License - Professional

401K Plan

Investment Bond

Inheritance

Insurance Settlement

Inventory

Individual Retirement Account (IRA)

Litigation Settlement

Mutual Fund

Savings Account

Stocks

Trust

Vehicle / Automobile

Estimated Value: \$ _____ as of: _____

Source: _____

Description of Property (for Real Estate includes map, parcel, lot, book, county, page):

Financial Institution: _____ VIN: _____

Registration/Plate: _____

Account Number: _____ Expiration Date: _____

Telephone: _____ Title Holder: _____

Contact: _____ License Type: _____

License Number: _____

Comments:

RSI ENTERPRISES, INC.

13645 Dulles Technology Drive, Suite 200, Herndon, VA 20171
Main (703) 375-4306 / (800) 774-2455, Fax (703) 375-4366

To: Child Support Enforcement

Fax: _____

Phone: _____

From: RSI Enterprises, Inc.

Fax: _____

Phone: _____

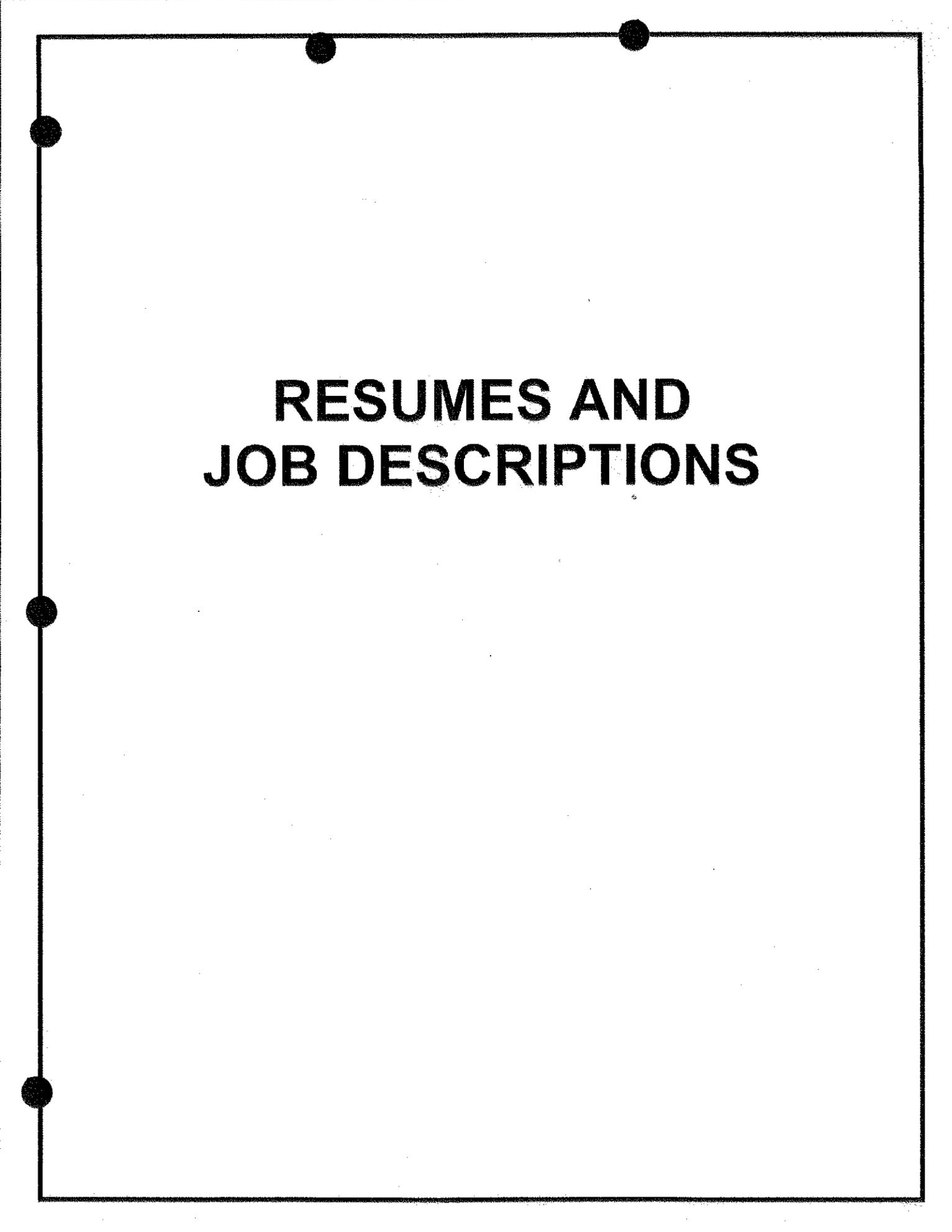
Re: NCP «NCP_Name»

SSN «SSN»

CP «CP_Last_Name»

Case #: « # »

CONTRACTOR REQUEST	DEPARTMENT REPLY
NCP disputes arrears of \$ _____ «Disputed_amount» (See attached documentation) Requires contractor to immediately suspend collection activities on this case.	Account balance remaining for collection \$ _____ as of _____
NCP working for/address for service of Income Withhold Notice: «EMP_NAME» Employer: _____ Street: «Emp_Street» City: «Emp_CitySTZip» State/Zip: _____ Phone: (____) _____ Fax: (____) _____	Income Withholding Notice Sent: Date: ____/____/____ NCP Left Employment: Date: ____/____/____
Wages: Gross Wages: _____ per _____ Federal Withholding: _____ State Withholding: _____ FICA: _____ Net Wages: _____ per _____ Hours: Full Time: _____ Part Time: _____	
NCP has the following Asset(s): Type: _____ Location: _____ Please implement Lien	Action Taken: _____ By: _____ Date: _____
Recall/Close Case Immediately <input type="checkbox"/> Good Cause <input type="checkbox"/> Incarcerated <input type="checkbox"/> Case Closed <input type="checkbox"/> SSI/AFDC <input type="checkbox"/> Deceased <input type="checkbox"/> Bankruptcy Chapter _____ File Date: _____ <input type="checkbox"/> Domestic Family Violence Other: _____	SUPERVISOR APPROVAL _____ Date: _____
Other Request: _____ _____ _____	
Completed By: _____ Unit: _____ Date: _____	Completed By: _____ Unit: _____ Date: _____



**RESUMES AND
JOB DESCRIPTIONS**

RSI

Position Description

Position Title: Chief Executive Officer / President
Location: Corporate
Department: 50
Reports To: Board of Directors
FLSA Status: Exempt
Date Established: 09/04/07
Last Revision: 11/30/07

Position Summary:

As Chief Executive Officer and President, the job is to provide leadership at the forefront of the industry. To develop a strategic plan to advance the company's mission and objectives, and to promote revenue, profitability and growth as an organization. This position oversees the company operation to insure production efficiency, quality, service and cost-effective management of resources. This will be accomplished in a highly coordinated manner and with the direct operating support of the department managers/officers. This position manages and leads operations while adhering to all RSI company philosophies, policies and procedures.

Tasks and Responsibilities:

- Develop a strategic plan to advance the company's mission and objectives and to promote revenue, profitability, and growth as an organization.
- Oversee company operations to insure production efficiency, quality, service, and cost-effective management of resources.
- Plan, develop, and implement strategies for generating resources and/or revenues for the company.
- Identify acquisition and merger opportunities and direct implementation activities.
- Approve company operational procedures, policies, and standards.
- Review activity reports and financial statements to determine progress and status in attaining objectives and revise objectives and plans in accordance with current conditions.
- Evaluate performance of executives for compliance with established policies and objectives of the company and contributions in attaining objectives.
- Represent the company at sessions, committee meetings, and at formal functions.
- Present company report at Annual Stockholder and Board of Director meetings.

- Direct company planning and policy-making committees.
- Participates in the long-term, strategic planning for overall business operations, business development/growth, personnel and technology advances.
- Other duties as assigned.

Education/Experience/Skills Required:

Education / Experience

- High school diploma or GED equivalent.
- Bachelor's Degree.
- Minimum of five years of experience in a leadership role for a large division or company.
- Studies and continuing education in core business management areas.

Skills

- Work requires willingness to work a flexible schedule and travel.
- Experience in strategic planning and execution.
- Leadership skills
- Knowledge of contracting, negotiating, and change management.
- Experience in formulating policy, and developing and implementing new strategies and procedures.
- Ability to develop financial plans and manage resources. Ability to analyze and interpret financial data.
- Ability to develop and deliver presentations
- Ability to identify and secure funding/revenue sources.
- Business plan development
- Strategic planning and implementation
- Advanced Microsoft Office knowledge / automated systems technology
- Effective written and oral communication
- Coaching and training skills
- Problem / conflict resolution
- Effective presentation skills
- Ability to Multitask
- Advanced CUBS knowledge

Functional Experience

- Organizational and time management
- Risk management
- Operations management
- Five years' personnel management
- Advanced-level accounting

- Business administration
- Customer Service
- Compliance with HIPAA, FCRA & FDCA and all other applicable laws and regulations

Attributes:

- Dependable
- Confident
- Proactive
- Resourceful
- Autonomous (self-manager)
- Goal-oriented
- Trustworthy
- Approachable
- Sets a positive example
- Professional
- Consistent
- Effective communication skills (written and oral)
- Organized and the ability to multitask
- Fast learner and the ability to troubleshoot
- Properly handle highly confidential information

Physical Requirements:

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; regularly required to sit for extended periods of time, talk, hear and read; occasionally required to walk and reach with hands and arms. The employee is occasionally required to lift and/or move up to 25 pounds. Special vision requirements for this job include close vision and ability to adjust focus. The noise level in the work environment is usually moderate.

This position will require some reimbursable travel as well as irregular some irregular works hours. Work to be performed until the task/job is complete.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Approval: _____ **Date:** _____

RSI

Position Description

Position Title: Chief Operating Officer
Location: Corporate
Department: 50
Reports To: President
FLSA Status: Exempt
Date Established: 09/04/07
Last Revision: 11/30/07

Position Summary:

As Chief Operating Officer, the job is to oversee the efficient, profitable functioning of the specific divisions. This will be accomplished in a highly coordinated manner and with the direct operating support of the managers. This position coordinates and administers company policies, develops operating policies and procedures, and directs the work of all operational managers. The COO implements and monitors the budget, the quality of services provided, technical resources (as it relates to the operation) and ensures maximum customer satisfaction. The COO is responsible for the tactical, strategic, personnel and financial aspects of the operation, including support for business development. This position manages and leads operations while adhering to all RSI company philosophies, policies and procedures.

Tasks and Responsibilities:

- Directly manages the Regional Managers.
- Directs and educates the staff in compliance with various required regulations and customer contract requirements
- Assists management in establishing appropriate, uniform expectations and consequences regarding employee adherence to policies, practices and procedures
- Coaches and mentors staff and others within management/supervisory role for succession planning
- Leads and directs a professionally competent staff of Operations personnel
- Regularly monitors the activities of the management staff to ensure a productive work environment
- Organize and execute regular management meetings
- Develops subordinates' skills and competencies by planning effective development activities related to current and future jobs, taking into consideration the individual's motivation, interests, current work situation and personal circumstances
- Oversees regional Operations to ensure coordination and completion of all client and portfolio requirements, and meeting production goals and objectives as designated
- Develops solid business relationships with key accounts and clients

- Directs a staff of Managers and Account Representatives for the accurate, timely and organized collection of accounts
- Analyzes collection trends and performance to deploy resources to optimum utilization
- Develops and implements effective communication tools and programs that will increase the value of the operation and improve support throughout the organization
- Provide controls and quality assurance procedures necessary to safeguard RSI's assets and mitigate RSI's risk.
- Creates reporting needed for analysis on progress and deficiencies in order to provide ongoing communications
- Adheres to and enforces all company security policies and procedures as they relate to the operation of the regions
- Confers with Operations Management to plan, develop and establish policies and objectives in accordance with objectives of the organization
- Develops, evaluates, and implements effective programs and strategies relating to Operations to improve rapport and communications with our staff
- Examines existing portfolio of business and clients to develop programs which motivate staff and maximize revenue and returns to the organization
- Identifies best practices within the organization and implements them as appropriate
- Coordinates with all other applicable departments to implement changes and streamline processes
- Identifies areas of development for the Management Team and Collectors, implementing necessary processes and training
- Ensures compliance with federal, state and local collection laws and regulations, including FDCPA, FCRA, GLBA and HIPAA.
- Interprets company policies for Regional Managers and enforces company policy and practices
- Examines and analyzes collection data to determine root cause of issues and implements policies and practices to limit reoccurrences
- Oversees and directs an internal, formal and informal, client audit process aimed at discovering program inequities and focuses on development of staff and quality control
- Examines and analyzes collection data to ensure proper recording of transactions and compliance with applicable laws
- Relies on experience and judgment to plan and accomplish goals for the organization
- Ability to network and communicate with individuals and clients, both internally and externally, at all levels to determine the best course of action
- Participates in the long-term, strategic planning for overall business operations, business development/growth, personnel and technology advances.
- Develops, maintains and administers the agreed upon strategic, organizational plan.
- Coordinates the development of operating budgets according to RSI financial policies; monitors monthly and other financial statements, taking corrective action as required.
- Provide direct and indirect support of RSI's business development in the Region to ensure material growth of revenue and profit.
- Participates in outside meetings, for either educational or business development purposes, as appropriate.

- Develops, maintains and disseminates a basic management philosophy to maximize optimal operating results, employee morale and customer satisfaction.
- Performs competitive and industry analysis to ensure RSI maintains its status/ranking as a premier agency; uses this data to enhance internal, operating procedures.
- Monitor systems and equipment for efficient operations and maximum productivity
- Assure access to and support clearly defined channels of communication
- Conform to RSI's Corporate & Regional purchasing and expenditure policies
- Assist with the coordination and management of implementing new clients, as directed.
- Provide feedback, training, coaching, motivation, and annual reviews to regional Managers and other direct reports.
- Analyzes financial statements, manages operating expenses and establishes controls to ensure profitability relative to budgeted targets/goals.
- Participates in the review, analysis and implementation of new resources, tools, technology and products.
- Provides support, advice and recommendations to the President on all facets of the business
- Performs other duties as assigned

Education/Experience/Skills Required:

Education

- High school diploma or GED equivalent.
- Bachelor's degree preferred but not required.
- Studies and continuing education in core business management areas.

Skills

- Leadership skills
- Business plan development
- Strategic planning and implementation
- Advanced Microsoft Office knowledge / automated systems technology
- Effective written and oral communication
- Coaching and training skills
- Problem / conflict resolution
- Effective presentation skills
- Ability to Multitask
- Advanced CUBS knowledge

Functional Experience

- Organizational and time management
- Risk management
- Operations management
- Three years' personnel management

- Mid-level accounting
- Business administration
- Customer Service
- Compliance with HIPAA, FCRA & FDCPA and all other applicable laws and regulations

Attributes:

- Dependable
- Confident
- Proactive
- Resourceful
- Autonomous (self-manager)
- Goal-oriented
- Trustworthy
- Approachable
- Sets a positive example
- Professional
- Consistent
- Effective communication skills (written and oral)
- Organized and the ability to multitask
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Approval: _____ **Date:** _____

RSI

Position Description

Position Title: Regional Manager
Location: Washington D.C. / Metro
Department: 42
Reports To: Chief Operating Officer
FLSA Status: Exempt
Date Established: 09/04/07
Last Revision: 11/30/07

Position Summary:

To direct RSI's regional business operations and related services including internal and external customer relationships, financial performance analysis and reporting, business development efforts and special project management. Manages and leads operations while adhering to all RSI company philosophies, policies and procedures.

Tasks and Responsibilities:

- Directly manages the Operations Manager and some support staff for all projects/departments within the region.
- Maintains quality, personal relationships with all critical customers.
- Work with other departments / department heads to ensure that all facets of the business, within the region, are functioning efficiently, accurately and within established parameters.
- Conducts customer performance/service/needs analysis to anticipate areas of improvement to ensure "completely satisfied customers".
- Reviews, analyzes and reports any expense, loss or budgetary variances to Corporate on a monthly basis.
- Establishes and communicate clear objectives (financial/operational/special projects) for individual customers (internal and external) and monitors performance against these objectives. Monitor and manage client expectations through education and monthly reporting.
- Provide direct and indirect support of RSI's business development in the Region to ensure material growth of revenue and profit
- Monitor systems and equipment for efficient operations and maximum productivity
- Ensure staff has appropriate resources to perform the maximum level of services
- Provide controls and quality assurance procedures necessary to safeguard RSI's assets and mitigate RSI's risk.
- Establishes, oversees, monitors and reports to RSI Corporate, on a regular basis, operational performance/key indicators in all functional areas of responsibility.
- Oversee operational / production workflow and distribution for optimum results

- Ensure staffing levels to meet performance goals
- Assure clear statement of roles & responsibilities for all direct-report and staff positions
- Assure access to and support clearly defined channels of communication
- Ensure that all personnel have access to adequate training and continuing professional education
- Create and support a team environment that rewards and encourages employees to take ownership in RSI's success
- Communicates in a prompt, professional and courteous manner, at all times, while in the presence of employees, customers, potential customers and/or their affiliates.
- Clearly define and communicate objectives
- Hiring / Firing authority
- Conform to RSI's Corporate & Regional purchasing and expenditure policies
- Meet an/or exceed monthly, quarterly and annual profit targets/budgets
- Complete / prepare operational budgets and forecasts of financial performance.
- Adheres to all applicable approval protocols when considering the commitment of RSI's financial resources.
- Assure that all positions understand and commit to meeting and/or exceeding all contractual requirements.
- Assist with the coordination and management of implementing new clients, as directed.
- Report issues requiring immediate attention in all areas of accountability.
- Document and respond to all formal, consumer complaints.
- Remain accessible and responsive to all customer requests and monitor performance in this area.
- Adhere to policies and procedures established for each client.
- Develop and streamline operating efficiencies to create new standards of performance.
- Enhance personal skill sets in key business areas.
- Participate or provide disciplinary action when necessary
- Provide feedback, training, coaching, motivation, and quarterly reviews to Operations Manager and other direct reports

Education/Experience/Skills Required:

Education

- High school diploma or GED equivalent.
- Bachelor's degree preferred but not required.
- Studies and continuing education in core business management areas.

Skills

- Leadership skills
- Business plan development
- Strategic planning and implementation
- Advanced Microsoft Office knowledge / automated systems technology
- Effective written and oral communication

- Coaching and training skills
- Problem / conflict resolution
- Effective presentation skills
- Ability to Multitask
- Advanced CUBS knowledge

Functional Experience

- Organizational and time management
- Risk management
- Operations management
- Three years' personnel management
- Mid-level accounting
- Business administration
- Customer Service
- Compliance with HIPAA, FCRA & FDCPA and all other applicable laws and regulations

Attributes:

- Dependable
- Confident
- Proactive
- Resourceful
- Autonomous (self-manager)
- Goal-oriented
- Trustworthy
- Approachable
- Sets a positive example
- Professional
- Consistent
- Effective communication skills (written and oral)
- Organized and the ability to multitask
- Fast learner and the ability to troubleshoot
- Properly handle highly confidential information

Physical Requirements:

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; regularly required to sit for extended periods of time, talk, hear and read; occasionally required to walk and reach with hands and arms. The employee is occasionally required to lift and/or move up to 25 pounds. Special vision requirements for this job include close vision and ability to adjust focus. The noise level in the work environment is usually moderate.

This position will require some reimbursable travel as well as irregular some irregular works hours. Work to be performed until the task/job is complete.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

RSI

Position Description

Position Title: Recovery Manager
Location: Washington, D.C. / Metro
Department: 42
Reports To: Operations Manager
FLSA Status: Exempt
Date Established: 09/04/07
Last Revision: 11/30/07

Position Summary:

The job of the Recovery Manager is to effectively manage their staff, inventory and client relationships in a professional manner.

Tasks and Responsibilities:

- Direct the daily work of the staff
- Audit and quality check work
- Provide disciplinary action when necessary to staff
- Provide feedback, training, coaching, motivation, and quarterly reviews to the staff
- Responsible for meeting overall budgeted revenue and expense numbers
- Create, manipulate, and present several types of reports on their clients inventory and/or performance
- Interview & train new hires as they need to keep their team staffed appropriately
- Interact with our client contacts on questions, areas of concern, performance, and any other necessary communication that may apply
- Complete payroll on a bi-monthly basis
- Stay current on necessary process and procedural changes and communicate to the staff
- Set a good example to the staff

Education/Experience/Skills Required:

Education

- High school diploma or GED equivalent.
- Some supervisory experience

Skills

- Strong communication skills
- Advanced Microsoft Office knowledge

- The ability to Multitask
- Better than average CUBS knowledge
- The ability to train new and existing employees correct processes and procedures

Functional Experience

- Organization
- Reviewing/Auditing accounts for proper actions
- The ability to handle difficult situations
- Time Management
- Payroll knowledge
- Stick to client specific processes and procedures
- The ability to handle multiple computer systems at one time
- Creative talk offs, effective negotiation skills and proper follow up habits
- Compliance with HIPAA, FCRA & FDCPA and all other applicable laws and regulations

Attributes:

- Dependable
- Confident
- Trustworthy
- Approachable
- Sets a positive example
- Professional
- Consistent
- Effective listening skills
- Organized and the ability to multitask
- Fast learner and the ability to troubleshoot
- Properly handle highly confidential information

Physical Requirements:

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; regularly required to sit for extended periods of time, talk, hear and read; occasionally required to walk and reach with hands and arms. The employee is occasionally required to lift and/or move up to 25 pounds. Special vision requirements for this job include close vision and ability to adjust focus. The noise level in the work environment is usually moderate. This position will require some reimbursable travel.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

RSI

Position Description

Position Title: Recovery Specialist
Location: Washington, D.C. / Metro
Department: 42
Reports To: Recovery Manager
FLSA Status: Non-exempt
Date Established: 09/04/07
Last Revision: 11/30/07

Position Summary:

The job of the Recovery Specialist is to make outbound calls, receive incoming calls; all with the purpose of resolving the outstanding balance via the necessary avenues. The Recovery Specialist will also need to skip trace for the correct location of debtors and properly follow up on all correspondence.

Tasks and Responsibilities:

- Make outbound calls
- Take incoming calls
- Resolve outstanding account balances via the necessary avenue
- Properly follow up on all correspondence received
- Effectively maintain a work file of accounts
- Provide customer service to all debtors, with the intent to resolve the past due amount
- Skip trace for better location information on debtors
- Meet and/or exceed monthly production standards and fee goals

Education/Experience/Skills Required:

Education

- High school diploma or GED equivalent.

Skills

- Strong negotiation skills
- Basic Microsoft Office knowledge
- The ability to Multitask
- Excellent customer service
- Practice effective written and oral communication

Functional Experience

- Organization
- Time Management
- Stick to client specific processes and procedures
- The ability to handle multiple computer systems at one time
- Creative talk offs, effective negotiation skills and proper follow up habits
- Compliance with HIPAA, FCRA, FDCPA and all other applicable laws and regulations

Attributes:

- Dependable
- Effective listening skills
- Organized and the ability to multitask
- Fast learner and the ability to troubleshoot
- Properly handle highly confidential information

Physical Requirements:

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; regularly required to sit for extended periods of time, talk, hear and read; occasionally required to walk and reach with hands and arms. The employee is occasionally required to lift and/or move up to 25 pounds. Special vision requirements for this job include close vision and ability to adjust focus. The noise level in the work environment is usually moderate. This position may require some reimbursable travel.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**SECTION L.17
LEGAL STATUS OF
OFFEROR
DOCUMENTS**



MAYOR
Adrian M. Fenty



Organization Information

[DCRA HOME](#)

[SERVICES](#)

[INFORMATION](#)

[ONLINE SERVICE REQUESTS](#)

Online Organization Registration

Search Registered Organizations

Organization Details - Step [1](#) [2](#) [3](#)

To view another organization from the search, select the **Return to Search Results** button below. You may also **print** the organization details, or start a **new search**. Use the **Back to Main Page** button to continue the registration process.

Organization	Registered Agent
<p>Organization Name: RSI ENTERPRISES, INC.</p> <p>State: AZ</p> <p>Status: ACTIVE</p> <p>Initial Date of Registration: 7/11/1990</p> <p>File No.: 902473</p> <p>Organization Type: FOREIGN BUSINESS CORPORATION</p>	<p>C T CORPORATION SYSTEM</p> <p>1015 15TH STREET, N.W. STE. 1000 Washington, DC 20005</p>

[<< Back to Main Page](#)

[< Return To Search Results](#)

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For more information, contact the Corporations Division at (202) 442-4400 or Ask the Director .

Government of the District of Columbia
Citywide Call Center : (202) 727-1000
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John A. Wilson Building
1350 Pennsylvania Avenue, NW
Washington, DC 20004

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF CONSUMER AND REGULATORY AFFAIRS



CERTIFICATE

THIS IS TO CERTIFY that all applicable provisions of the District of Columbia Business Corporation Act have been complied with and accordingly, this **CERTIFICATE OF REINSTATEMENT** is hereby issued to:

RSI ENTERPRISES, INC.

IN WITNESS WHEREOF I have hereunto set my hand and caused the seal of this office to be affixed as of the **30th** day of **December, 2005**.

Patrick J. Canavan, Psy. D.
Director

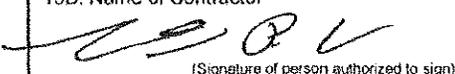
Neil Stanley
Administrator
Business and Professional Licensing Administration

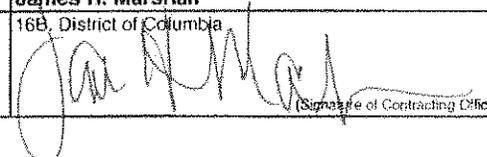
A handwritten signature in cursive script that reads "Patricia E. Grays". The signature is written in black ink and is positioned above a horizontal line.

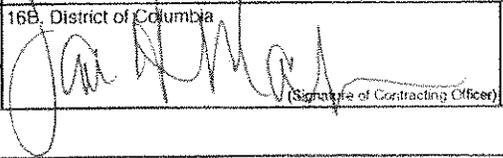
Patricia E. Grays
Superintendent of Corporations
Corporations Division

Anthony A. Williams
Mayor

SIGNED AMENDMENT

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Contract Number DCCB-2010-C-8132	Page of Pages 1 1	
2. Amendment/Modification Number M0001	3. Effective Date October 1, 2010	4. Requisition/Purchase Request No.	5. Solicitation Caption Child Support Debt Collections Services	
6. Issued by: Office of Contracting and Procurement 441 4 th Street, NW, Suite 700 South Washington, D.C. 20001		Code	7. Administered by (If other than line 6) Office of the Attorney General 441 4 th Street, NW, Suite 550N Washington, DC 20001	
8. Name and Address of Contractor (No. street, city, county, state and zip code) RSI Enterprises, Inc. 5440 W. Northern Avenue Glendale, Arizona 85301 Attn: Christian P. Ulrich Phone: (800) 774-4003 ext 2348		9A. Amendment of Solicitation No.		
Code		9B. Dated (See Item 11)		
Facility		X 10A. Modification of Contract/Order No. DCCB-2010-C-8132		
		10B. Dated (See Item 13)		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input 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 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):		Paragraph 19 "Changes Clause" of the Standard Contract Provisions for use with the District of Columbia Government Supply and Services Contract, dated March 2007.		
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.				
X C. This supplemental agreement is entered into pursuant to authority of: Special Contracting Methods, DCMR 27, Chapter 20, Section 2005.6 (b)				
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.)				
Page No. 1 of the Contract No. DCCB-2010-C-8132, Box 3. Effective Date is hereby changed from "see block 20c" to "October 1, 2010".				
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) Christian P. Ulrich, President & CEO		16A. Name of Contracting Officer Kenneth D. Hayslette		
15B. Name of Contractor 		15C. Date Signed 9/28/10		16B. District of Columbia Kenneth D. Hayslette
(Signature of person authorized to sign)		(Signature of Contracting Officer)		16C. Date Signed 30 Sept 2010

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number DCCB-2010-R-8132	Page of Pages 1 1
2. Amendment/Modification Number Amendment 0001	3. Effective Date 10/21/2009	4. Requisition/Purchase Request No.	5. Solicitation Caption Child Support Collection Services	
6. Issued By: OFFICE OF CONTRACTING AND PROCUREMENT Financial Legal and Consulting Commodity Group 441 4th Street, NW, Suite 700 South Washington, D.C. 20001		Code	7. Administered By (if other than line 6) Office of the Attorney General Child Support Services Division 441 4th Street, NW Suite Washington, DC 20001	
8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code) Potential Offerors			9A. Amendment of Solicitation No. X DCCB-2010-R-8132	
			9B. Dated (See Item 11) 9/23/2009	
			10A. Modification of Contract/Order No.	
			10B. Dated (See Item 13)	
Code	Facility			
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 checked="" type="checkbox"/> is extended. <input 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 ACKNOWLEDGEMENT 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 change 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) 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 date, 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 <u>2</u> copies to the issuing office.				
14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) Solicitation DCCB-2010-R-8132 is hereby amended as described below: 1. Section A, page 1, Block 9, date Delete: 10-23-09 Insert: 11-3-09 2. Section L.3.1, first sentence Delete: October 23, 2009 Insert: November 3, 2009				
ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT REMAIN UNCHANGED				
Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect				
15A. Name and Title of Signer (Type or print) Christian P. Ulrich President + CEO			16A. Name of Contracting Officer James H. Marshall	
15B. Name of Contractor			16B. District of Columbia	
 (Signature of person authorized to sign)			 (Signature of Contracting Officer)	
15C. Date Signed 10-30-09			16C. Date Signed 10/21/09	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number DCCB-2010-R-8132	Page of Pages 1 1
2. Amendment/Modification Number Amendment 0001	3. Effective Date 10/21/2009	4. Requisition/Purchase Request No.		5. Solicitation Caption Child Support Collection Services
6. Issued By: Code		7. Administered By (If other than line 6)		
OFFICE OF CONTRACTING AND PROCUREMENT Financial Legal and Consulting Commodity Group 441 4th Street, NW, Suite 700 South Washington, D.C. 20001		Office of the Attorney General Child Support Services Division 441 4th Street, NW Suite Washington, DC 20001		
8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code) Potential Offerors		9A. Amendment of Solicitation No. X DCCB-2010-R-8132		
		9B. Dated (See Item 11) 9/23/2009		
		10A. Modification of Contract/Order No.		
		10B. Dated (See Item 13)		
Code	Facility			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
X The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input 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 ACKNOWLEDGEMENT 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 change 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) 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 date, 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 <u>2</u> copies to the issuing office.				
14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) Solicitation DCCB-2010-R-8132 is hereby amended as described below: 1. Section A, page 1, Block 9, date Delete: 10-23-09 Insert: 11-3-09 2. Section L.3.1, first sentence Delete: October 23, 2009 Insert: November 3, 2009				
ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT REMAIN UNCHANGED				
Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect				
15A. Name and Title of Signer (Type or print) Christian P. Ulrich President & CEO		16A. Name of Contracting Officer James H. Marshall		
15B. Name of Contractor		15C. Date Signed 10.30.09		16C. Date Signed 10/21/09
 (Signature of person authorized to sign)		 (Signature of Contracting Officer)		

**ATTACHMENT
J.9
PAST PERFORMANCE
EVALUATION FORM**

ORIGINAL

PAST PERFORMANCE EVALUATION FORM
(Check appropriate box)

Performance Elements	Excellent	Good	Acceptable	Poor	Unacceptable
Quality of Services/ Work	X				
Timeliness of Performance	X				
Cost Control	X				
Business Relations	X				
Customer Satisfaction	X				

1. Name & Title of Evaluator: [REDACTED]
2. Signature of Evaluator: [REDACTED]
3. Name of Organization: St. of Az., Dept of Econ Security, Div of Child Supp Enf.
4. Telephone Number of Evaluator: [REDACTED]
5. State type of service received: Past due Child Supp, Non-sufficient C.S. payments
6. State Contract Number, Amount and period of Performance: CONTRACT #DES 080050-001
COLLECTIONS FOR 2008 \$4,694,996.86
7. Remarks on Excellent Performance: Provide data supporting this observation. (Continue on separate sheet if needed)
8. Remarks on unacceptable performance: Provide data supporting this observation. (Continue on separate sheet if needed)

R(a)(1)

PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

Performance Elements	Excellent	Good	Acceptable	Poor	Unacceptable
Quality of Services/ Work	5				
Timeliness of Performance	5				
Cost Control	5				
Business Relations	5				
Customer Satisfaction	5				

- Name & Title of Evaluator: [REDACTED]
- Signature of Evaluator: [REDACTED]
- Name of Organization: Formerly the Child Support Enforcement Division of the Oklahoma Dept of Human Services
- Telephone Number of Evaluator: _____
- State type of service received: Collection Services
- State Contract Number, Amount and period of Performance All contracts within the State of Oklahoma - Child Support Division of OKDHS. [REDACTED]
- Remarks on Excellent Performance: Provide data supporting this observation. Continue on separate sheet if needed) [REDACTED]
- Remarks on unacceptable performance: Provide data supporting this observation. (Continue on separate sheet if needed)



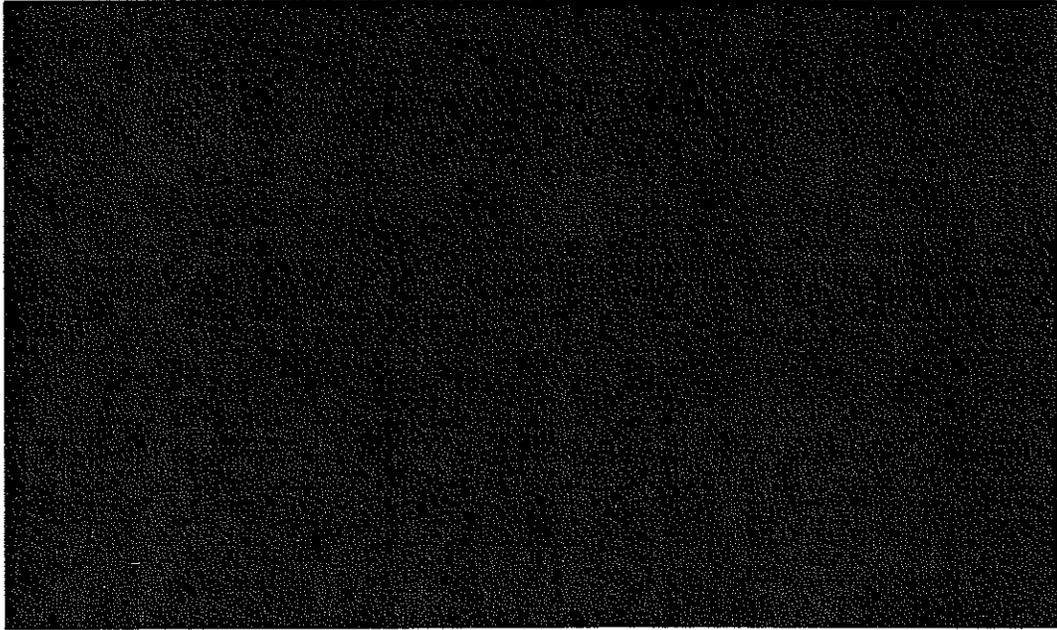
Harry J. Benson, CPO
Enterprise Contract Management Lead

OKDHS Enterprise Program
Procurement Office
416 NE 46th St
Oklahoma City, OK 73105

All Area Codes 405
Office: 522-4244 Fax: 522-1928
E-Mail: Harry.Benson@okdhs.org
Web site: www.okdhs.org

R(9)(1)

RSI PERFORMANCE EVALUATION



R(9)(1)

PAST PERFORMANCE EVALUATION FORM
 (Check appropriate box)

Performance Elements	Excellent	Good	Acceptable	Poor	Unacceptable
Quality of Services/ Work	X				
Timeliness of Performance	X				
Cost Control	X				
Business Relations	X				
Customer Satisfaction	X				

1. Name & Title of Evaluator: [REDACTED]
2. Signature of Evaluator: [REDACTED]
3. Name of Organization: Health/ Core & Family Services, State of IL
4. Telephone Number of Evaluator: [REDACTED]
5. State type of service received: Child Support Collections
6. State Contract Number, Amount and period of Performance 2008-55-117-KG-1
03/2008 - 03/2008 & 11/2008 to present
7. Remarks on Excellent Performance: Provide data supporting this observation. Continue on separate sheet if needed)
8. Remarks on unacceptable performance: Provide data supporting this observation. (Continue on separate sheet if needed)

R(9)(1)

**ATTACHMENT
J.3
OFFICE OF LOCAL
BUSINESS
DEVELOPMENT EQUAL
EMPLOYMENT
OPPORTUNITY
INFORMATION REPORT
AND MAYOR'S ORDER
85-85**

ORIGINAL



RSI ENTERPRISES
SUPERIOR PERFORMANCE THROUGH PARTNERSHIP

EQUAL EMPLOYMENT OPPORTUNITY (EEO) POLICY STATEMENT

RSI Enterprises, Inc. SHALL NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT FOR EMPLOYMENT BECAUSE OF ACTUAL OR PERCEIVED: RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, MARITAL STATUS, PERSONAL APPEARANCE, SEXUAL ORIENTATION, GENDER IDENTITY OR EXPRESSION, FAMILIAL STATUS, FAMILY RESPONSIBILITIES, MATRICULATION, POLITICAL AFFILIATION, GENETIC INFORMATION, DISABILITY, SOURCE OF INCOME, OR PLACE OF RESIDENCE OR BUSINESS.

RSI Enterprises, Inc. AGREES TO AFFIRMATIVE ACTION TO ENSURE THAT APPLICANTS ARE EMPLOYED, AND THAT EMPLOYEES ARE TREATED DURING EMPLOYMENT WITHOUT REGARD TO THEIR ACTUAL OR PERCEIVED: RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, MARITAL STATUS, PERSONAL APPEARANCE, SEXUAL ORIENTATION, GENDER IDENTITY OR EXPRESSION, FAMILIAL STATUS, FAMILY RESPONSIBILITIES, MATRICULATION, POLITICAL AFFILIATION, GENETIC INFORMATION, DISABILITY, SOURCE OF INCOME, OR PLACE OF RESIDENCE OR BUSINESS. THE AFFIRMATIVE ACTION SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING: (A) EMPLOYMENT, UPGRADING, OR TRANSFER; (B) RECRUITMENT OR RECRUITMENT ADVERTISING; (C) DEMOTION, LAYOFF, OR TERMINATION; (D) RATES OF PAY, OR OTHER FORMS OR COMPENSATION; AND (E) SELECTION FOR TRAINING AND APPRENTICESHIP.

RSI Enterprises, Inc. AGREES TO POST IN CONSPICUOUS PLACES THE PROVISIONS CONCERNING NON-DISCRIMINATION AND AFFIRMATIVE ACTION.

RSI Enterprises, Inc. SHALL STATE THAT ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR EMPLOYMENT PURSUANT TO SUBSECTION 1103.2 THROUGH 1103.10 OF MAYOR'S ORDER 85-85; "EQUAL EMPLOYMENT OPPORTUNITY REQUIREMENTS IN CONTRACTS."

RSI Enterprises, Inc. AGREES TO PERMIT ACCESS TO ALL BOOKS PERTAINING TO ITS EMPLOYMENT PRACTICES, AND TO REQUIRE EACH SUBCONTRACTOR TO PERMIT ACCESS TO BOOKS AND RECORDS.

RSI Enterprises, Inc. AGREES TO COMPLY WITH ALL GUIDELINES FOR EQUAL EMPLOYMENT OPPORTUNITY APPLICABLE IN THE DISTRICT OF COLUMBIA.

RSI Enterprises, Inc. SHALL INCLUDE IN EVERY SUBCONTRACT THE EQUAL OPPORTUNITY CLAUSES, SUBSECTION 1103.2 THROUGH 1103.10 SO THAT SUCH PROVISIONS SHALL BE BINDING UPON EACH SUBCONTRACTOR OR VENDOR.

Christian P. Ulrich, Resident
AUTHORIZED OFFICIAL AND TITLE

10-20-09
DATE

[Signature]
AUTHORIZED SIGNATURE
NAME

RSI Enterprises, Inc.
FIRM/ORGANIZATION



RSI ENTERPRISES
SUPERIOR PERFORMANCE THROUGH PARTNERSHIP

ASSURANCE OF COMPLIANCE WITH EQUAL EMPLOYMENT OPPORTUNITY REQUIREMENTS

MAYOR'S ORDER 85-85, EFFECTIVE JUNE 10, 1985, AND THE RULES IMPLEMENTING MAYOR'S ORDER 85-85, 33 DCR 4952, (PUBLISHED AUGUST 15, 1986), "ON COMPLIANCE WITH EQUAL OPPORTUNITY REQUIREMENTS IN DISTRICT GOVERNMENT CONTRACTS," ARE HEREBY INCLUDED AS PART OF THIS BID/PROPOSAL. THEREFORE, EACH BIDDER/OFFEROR SHALL INDICATE BELOW THEIR WRITTEN COMMITMENT TO ASSURE COMPLIANCE WITH MAYOR'S ORDER 85-85 AND THE IMPLEMENTING RULES. FAILURE TO COMPLY WITH THE SUBJECT MAYOR'S ORDER AND THE IMPLEMENTING RULES SHALL RESULT IN REJECTION OF THE RESPECTIVE BID/PROPOSAL.

I, Christian P. Ulrich, THE AUTHORIZED REPRESENTATIVE OF RSI Enterprises, Inc., HEREINAFTER REFERRED TO AS "THE CONTRACTOR," CERTIFY THAT THE CONTRACTOR IS FULLY AWARE OF ALL OF THE PROVISIONS OF MAYOR'S ORDER 85-85, EFFECTIVE JUNE 10, 1985, AND OF THE RULES IMPLEMENTING MAYOR'S ORDER 85-85, 33 DCR 4952. I FURTHER CERTIFY AND ASSURE THAT THE CONTRACTOR WILL FULLY COMPLY WITH ALL APPLICABLE PROVISIONS OF THE MAYOR'S ORDER AND IMPLEMENTING RULES IF AWARDED THE D.C. GOVERNMENT REFERENCED BY THE CONTRACT NUMBER ENTERED BELOW. FURTHER, THE CONTRACTOR ACKNOWLEDGES AND UNDERSTANDS THAT THE AWARD OF SAID CONTRACT AND ITS CONTINUATION ARE SPECIFICALLY CONDITIONED UPON THE CONTRACTOR'S COMPLIANCE WITH THE ABOVE-CITED ORDER AND RULES.

RSI Enterprises, Inc.

CONTRACTOR

Christian P. Ulrich

NAME



SIGNATURE

President and CEO

TITLE

DCCB-2010-R-8132

CONTRACT NUMBER

10-20-09

DATE

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER INFORMATION REPORT

GOVERNMENT OF THE DISTRICT OF COLUMBIA DC Office of Contracting and Procurement Employer Information Report (EEO)	Reply to: Office of Contracting and Procurement 441 4 th Street, NW, Suite 700 South Washington, DC 20001
Instructions: Two (2) copies of DAS 84-404 or Federal Form EEO-1 shall be submitted to the Office of Contracting and Procurement. One copy shall be retained by the Contractor.	
Section A - TYPE OF REPORT	
1. Indicate by marking in the appropriate box the type of reporting unit for which this copy of the form is submitted (MARK ONLY ONE BOX)	
Single Establishment Employer (1) Single-establishment Employer Report	Multi-establishment Employer: (2) <input checked="" type="checkbox"/> Consolidated Report (3) <input type="checkbox"/> Headquarters Report (4) <input checked="" type="checkbox"/> Individual Establishment Report (submit one for each establishment with 25 or more employees) (5) <input type="checkbox"/> Special Report
1 Total number of reports being filed by this Company. <u>2</u>	
Section B - COMPANY IDENTIFICATION (To be answered by all employers)	
1. Name of Company which owns or controls the establishment for which this report is filed RSI Enterprises, Inc.	
Address (Number and street) 5440 West Northern Avenue	City or Town Glendale
Country USA	State AZ
Zip Code 85301	b.
b. Employer Identification No. XXXXXXXXXX	
2. Establishment for which this report is filed. RSI Enterprises, Inc- DC Metro Office	
a. Name of establishment	
Address (Number and street) 13645 Dulles Technology Drive	City or Town Herndon
Country USA	State VA
Zip Code 20171	d.
b. Employer Identification No.	
3. Parent of affiliated Company	
a. Name of parent or affiliated Company N/A	
b. Employer Identification No.	
Address (Number and Street)	City or Town
Country	State
Zip Code	c.
Section C - ESTABLISHMENT INFORMATION	
1. Is the location of the establishment the same as that reported last year? Yes No <input checked="" type="checkbox"/> Did not report last year Report on combined basis	
2. Is the major business activity at this establishment the same as that reported last year? Yes No <input checked="" type="checkbox"/> No report last year Reported on combined basis	
2. What is the major activity of this establishment? (Be specific, i.e., manufacturing steel castings, retail grocer, wholesale plumbing supplies, life insurance, etc. Include the specific type of product or service provided, as well as the principal business or industrial activity. RSI is an accounts receivable outsourcing company. We service government, healthcare, municipalities, and utilities.	
3. MINORITY GROUP MEMBERS: Indicate if you are a minority business enterprise (50% owned or 51% controlled by minority members). Yes <input checked="" type="checkbox"/> No	

DAS 84-404

(Replaces D.C. Form 2640-9 Sept. 74 which is Obsolete)

84-2P891

R(a)(6)

DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT
 CONTRACT COMPLIANCE DIVISION

SUBCONTRACT SUMMARY FORM

This SUMMARY form is to be completed by the PRIME contractor
 BID NO. _____ GCS NUMBER _____ M _____ pages

NOTE: The Standard for minority subcontracting Es 257 of the TOTAL contract dollar amount to be subcontracted.
 AMOUNT OF PRIME CONTRACT \$ _____
 AMOUNT OF ALL SUBCONTRACTS \$ _____ equals _____% OF THE PRIME CONTRACT

NAME OF PRIME CONTRACTOR **N/A** ADDRESS _____
 TELEPHONE NO. _____ PROJECT DESCRIPTIONS _____
 PROJECT NAME _____
 ADDRESS _____
 WARD NO. _____

SECTION II LIST ALL SUBCONTRACTORS THAT WILL BE UTILIZED ON THE ABOVE PROJECT

NAME OF SUBCONTRACTOR ADDRESS CONTACT PERSON MROC CERT NO	5 PHONE NO	1 IS THIS A MINORITY SUB? Yes NO 2 TRADE OR BUSINESS PRODUCT THAT SUB WILL PROVIDE	1 AMOUNT OF SUBCONTRACT equals () V (wee)() OF TOTAL PRIME CONTRACT equals ()
		1 MINORITY SUBCONTRACTOR YES NO	\$ equals ()
		2 3 5 6 7-1 6	\$ equals ()
		1 MINORITY SUBCONTRACTOR YES NO	\$ equals ()
		2 3 5 6 7-1 6	\$ equals ()
		1 MINORITY SUBCONTRACTOR YES NO	\$ equals ()
		2 3 5 6 7-1 6	\$ equals ()
		1 MINORITY SUBCONTRACTOR YES NO	\$ equals ()
		2 3 5 6 7-1 6	\$ equals ()
		1 MINORITY SUBCONTRACTOR YES NO	\$ equals ()
		2 3 5 6 7-1 6	\$ equals ()
		1 MINORITY SUBCONTRACTOR YES NO	\$ equals ()
		2 3 5 6 7-1 6	\$ equals ()
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		1 MINORITY SUBCONTRACTOR YES NO	\$ equals ()
		2 3 5 6 7-1 6	\$ equals ()
		1 MINORITY SUBCONTRACTOR YES NO	\$ equals ()
		2 3 5 6 7-1 6	\$ equals ()
		1 MINORITY SUBCONTRACTOR YES NO	\$ equals ()
		2 3 5 6 7-1 6	\$ equals ()

TOTAL COLLAR AMOUNT SUBCONTRACTED TO MINORITY BUSINESS ENTERPRISES \$ _____
 PERCENT OF PRIME CONTRACT _____%

PROJECTED GOALS AND TIMETABLES FOR FUTURE HIRING

MINORITY GROUP EMPLOYEES GOALS								TIMETABLES	
JOB CATEGORIES	MALE				FEMALE				
	BLACK	ASIAN	AMERICAN INDIAN	HISPANIC	BLACK	ASIAN	AMERICAN INDIAN	HISPANIC	
OFFICIALS & MANAGERS									
PROFESSIONALS									
TECHNICIANS									
SALES WORKERS									
OFFICE AND CLERICAL									
CRAFTSMANS (SKILLELD)									
OPERATIVE (SEMI-SKILLED)									
LABORERS (UNSKILLED)									
SERVICE WORKERS									
TOTALS									
NAME OF AUTHORIZED OFFICIAL: Christian P. Ulrich				TITLE: President and CEO				SIGNATURE: 	
FIRM NAME: RSI Enterprises, Inc.					TELEPHONE NO: (800) 774-4003 ext. 2348			DATE: 10-20-09	
INDICATE IF THE PRIME UTILIZES A "MINORITY FINANCIAL INSTITUTION"									
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No									
NAME: N/A									
ADDRESS:									
TYPE OF ACCOUNT/S:									

*We are unable to provide the information on this form until contract award.

ATTACHMENT

J.4

**FIRST SOURCE EMPLOYMENT
AGREEMENT**

ORIGINAL

FIRST SOURCE EMPLOYMENT AGREEMENT

Contract Number: DCCB-2010-R-8132

Contract Amount: \$5,357,241.50

Project Name: Child Support Debt Collection Services

Project Address: 13645 Dulles Technology Dr, #200 Ward: _____
Herndon, VA 20171

Nonprofit Organization with 50 Employees or Less: (Yes) _____ (No) X

This First Source Employment Agreement, in accordance with D. C. Law 14-24, D.C. Law 5-93, and Mayor's Order 83-265 for recruitment, referral, and placement of District of Columbia residents, is between the District of Columbia Department of Employment Services, hereinafter referred to as DOES, and RSI Enterprises, Inc. hereinafter, referred to as EMPLOYER. Under this Employment Agreement, the EMPLOYER will use DOES as its first source for recruitment, referral, and placement of new hires or employees for the new jobs created by this project and will hire 51% District of Columbia residents for all new jobs created, as well, as 51% of apprentices employed in connection with the project shall be District residents registered in programs approved by the District of Columbia Apprenticeship Council.

I. GENERAL TERMS

- A. The EMPLOYER will use DOES as its first source for the recruitment, referral and placement of employees.
- B. The EMPLOYER shall require all contractors and subcontractors, with contracts totaling \$100,000 or more, to enter into a First Source Employment Agreement with DOES.
- C. DOES will provide recruitment, referral and placement services to the EMPLOYER subject to the limitations set out in this Agreement.
- D. DOES participation in this Agreement will be carried out by the Office of the Director, with the Office of Employer Services, which is responsible for referral and placement of employees, or such other offices or divisions designated by DOES.

- E. This Agreement shall take effect when signed by the parties below and shall be fully effective for the duration of the contract and any extensions or modifications to the contract.
- F. This Agreement shall not be construed as an approval of the EMPLOYER'S bid package, bond application, lease agreement, zoning application, loan, or contract/subcontract.
- G. DOES and the EMPLOYER agree that for purposes of this Agreement, new hires and jobs created (both union and nonunion) include all EMPLOYER'S job openings and vacancies in the Washington Standard Metropolitan Statistical Area created as a result of internal promotions, terminations, and expansions of the EMPLOYER'S workforce, as a result of this project, including loans, lease agreements, zoning applications, bonds, bids, and contracts.
- H. For purposes of this Agreement, apprentices as defined in D.C. Law 2-156, as amended, are included.
- I. The EMPLOYER shall register an apprenticeship program with the D.C. Apprenticeship Council for construction or renovation contracts or subcontracts totaling \$500,000 or more. This includes any construction or renovation contract or subcontract signed as the result of, but is not limited to, a loan, bond, grant, Exclusive Right Agreement, street or alley closing, or a leasing agreement of real property for one (1) year or more.
- J. All contractors who contract with the Government of the District of Columbia to perform information technology work with a single contract or cumulative contracts of at least \$500,000, let within any twelve (12) month period shall be required to register an apprenticeship program with the District of Columbia Apprenticeship Council.
- K. The term "information technology work" shall include, but is not limited to, the occupations of computer programmer, programmer analyst, desktop specialist, technical support specialist, database specialist, network support specialist, and any other related occupations as the District of Columbia Apprenticeship Council may designate by regulation.

II. RECRUITMENT

- A. The EMPLOYER will complete the attached Employment Plan, which will indicate the number of new jobs projected, salary range, hiring dates, and union requirements. The EMPLOYER will notify DOES of its specific need for new employees as soon as that need is identified.

- B. Notification of specific needs, as set forth in Section II.A. must be given to DOES at least five (5) business days (Monday - Friday) before using any other referral source, and shall include, at a minimum, the number of employees needed by job title, qualification, hiring date, rate of pay, hours of work, duration of employment, and work to be performed.
- C. Job openings to be filled by internal promotion from the EMPLOYER'S current workforce need not be referred to DOES for placement and referral.
- D. The EMPLOYER will submit to DOES, prior to starting work on the project, the names, and social security numbers of all current employees, including apprentices, trainees, and laid-off workers who will be employed on the project.

III. REFERRAL

DOES will screen and refer applicants according to the qualifications supplied by the EMPLOYER.

IV. PLACEMENT

- A. DOES will notify the EMPLOYER, prior to the anticipated hiring dates, of the number of applicants DOES will refer. DOES will make every reasonable effort to refer at least two qualified applicants for each job opening.
- B. The EMPLOYER will make all decisions on hiring new employees but will in good faith use reasonable efforts to select its new hires or employees from among the qualified persons referred by DOES.
- C. In the event DOES is unable to refer the qualified personnel requested, within five (5) business days (Monday - Friday) from the date of notification, the EMPLOYER will be free to directly fill remaining positions for which no qualified applicants have been referred. Notwithstanding, the EMPLOYER will still be required to hire 51% District residents for the new jobs created by the project.
- D. After the EMPLOYER has selected its employees, DOES will not be responsible for the employees' actions and the EMPLOYER hereby releases DOES, and the Government of the District of Columbia, the District of Columbia Municipal Corporation, and the officers and employees of the District of Columbia from any liability for employees' actions.

V. TRAINING

DOES and the EMPLOYER may agree to develop skills training and on-the-job training programs; the training specifications and cost for such training will be mutually agreed upon by the EMPLOYER and DOES and set forth in a separate Training Agreement.

VI. CONTROLLING REGULATIONS AND LAWS

- A. To the extent this Agreement is in conflict with any labor laws or governmental regulations, the laws or regulations shall prevail.
- B. DOES will make every effort to work within the terms of all collective bargaining agreements to which the EMPLOYER is a party.
- C. The EMPLOYER will provide DOES with written documentation that the EMPLOYER has provided the representative of any involved collective bargaining unit with a copy of this Agreement and has requested comments or objections. If the representative has any comments or objections, the EMPLOYER will promptly provide them to DOES.

VII. EXEMPTIONS

- A. Contracts, subcontracts or other forms of government-assistance less than \$100,000.
- B. Employment openings the contractor will fill with individuals already employed by the company.
- C. Job openings to be filled by laid-off workers according to formally established recall procedures and rosters.
- D. Suppliers located outside of the Washington Standard Metropolitan Statistical Area and who will perform no work in the Washington Standard Metropolitan Statistical Area.

VIII. AGREEMENT MODIFICATIONS, RENEWAL, MONITORING, AND PENALTIES

- A. If, during the term of this Agreement, the EMPLOYER should transfer possession of all or a portion of its business concerns affected by this Agreement to any other party by lease, sale, assignment, merger, or otherwise, the EMPLOYER as a condition of transfer shall:
 - 1. Notify the party taking possession of the existence of the EMPLOYER'S Agreement.
 - 2. Notify the party taking possession that full compliance with this Agreement is required in order to avoid termination of the project.

3. EMPLOYER shall, additionally, advise DOES within seven (7) business/calendar days of the transfer. This advice will include the name of the party taking possession and the name and telephone of that party's representative.

- B. DOES shall monitor EMPLOYER'S performance under this Agreement. The EMPLOYER will cooperate in DOES' monitoring effort and will submit a Contract Compliance Form to DOES monthly.

- C. To assist DOES in the conduct of the monitoring review, the EMPLOYER will make available payroll and employment records for the review period indicated.

- D. If additional information is needed during the review, the EMPLOYER will provide the requested information to DOES.

- E. With the submission of the final request for payment from the District, the EMPLOYER shall:
 1. Document in a report to the Contracting Officer its compliance with the requirement that 51% of the new employees hired by the project be District residents; or
 2. Submit a request to the Contracting Officer for a waiver of compliance with the requirement that 51% of the new employees hired by the project be District residents and include the following documentations:
 - a. Material supporting a good faith effort to comply;
 - b. Referrals provided by DOES and other referral sources; and
 - c. Advertisement of job openings listed with DOES and other referral sources.

- F. The Contracting Officer may waive the requirement that 51% of the new employees hired by the project be District residents, if the Contracting Officer finds that:
 1. A good faith effort to comply is demonstrated by the contractor;
 2. The EMPLOYER is located outside the Washington Standard Metropolitan Statistical Area and none of the contract work is performed inside the Washington Standard Metropolitan Statistical Area;

The Washington Standard Metropolitan Statistical Area includes the District of Columbia, the Virginia Cities of Alexandria, Falls Church, Manassas, Manassas Park, Fairfax, and Fredericksburg; the Virginia Counties of Fairfax, Arlington, Prince William, Loudon, Stafford, Clarke, Warren, Fauquier, Culpeper, Spotsylvania, and King George; the Maryland Counties of Montgomery, Prince Georges, Charles, Frederick, and Calvert; and the West Virginia Counties of Berkeley and Jefferson.

3. The EMPLOYER enters into a special workforce development training or placement arrangement with DOES; or

4. DOES certifies that insufficient numbers of District residents in the labor market possess the skills required by the positions created as a result of the contract.

G. Willful breach of the First Source Employment Agreement by the EMPLOYER, or failure to submit the Contract Compliance Report, or deliberate submission of falsified data, may be enforced by the Contracting Officer through imposition of penalties, including monetary fines of 5% of the total amount of the direct and indirect labor costs of the contract.

H Nonprofit organizations with 50 or less employees are exempted from the requirement that 51% of the new employees hired on the project be District residents.

I. The EMPLOYER and DOES, or such other agent as DOES may designate, may mutually agree to modify this Agreement.

J. The project may be terminated because of the EMPLOYER'S non-compliance with the provisions of this Agreement.

IX. Is your firm a certified Local, Small, Disadvantaged Business Enterprise (LSDBE)?

YES NO

If yes, certification number: _____

X. Do you have a registered Apprenticeship program with the D.C. Apprenticeship Council?

YES NO

If yes, D.C. Apprenticeship Council Registration Number: _____

XI. Indicate whether your firm is a subcontractor on this project: YES NO

If yes, name of prime contractor: _____

Dated this third day of November 2009

Signature Dept. of Employment Services



Signature of Employer

RSI Enterprises, Inc.

Name of Company

5440 W. Northern Ave.,
Glendale, AZ 85301

Address

602-627-2348

Telephone

chris.ulrich@RSIco.com

E-mail

EMPLOYMENT PLAN

NAME OF FIRM RSI Enterprises, Inc.

ADDRESS 13645 Dulles Technology Dr, #200 Herndon, VA 20171

TELEPHONE NUMBER 800-774-2455 FEDERAL IDENTIFICATION NO. [REDACTED]

CONTACT PERSON Deborah Argenzio TITLE Regional Manager

E-mail: deborah.argenzio@RSI.com TYPE OF BUSINESS: Collection Agency

ORIGINATING DISTRICT AGENCY _____

CONTRACTING OFFICER: Chris Ulrich TELEPHONE NUMBER: 602-627-2348

TYPE OF PROJECT Debt Collection FUNDING AMOUNT \$5,357,241.50

PROJECTED START DATE Unknown PROJECT DURATION 5 Years

NEW JOB CREATION PROJECTIONS (Attach additional sheets, as needed.) Please indicate the new position(s) your firm will create as a result of this project.

RSI Enterprises, Inc. does not anticipate creating any new positions as a result of this contract; subject to change depending on volumes referred. Upon contract award, RSI will enter into an agreement with DOES and provide accurate staffing needs at that time. RSI certifies that it will comply with this requirement.

	JOB TITLE	# OF JOBS F/T P/T	SALARY RANGE	UNION MEMBERSHIP REQUIRED NAME LOCAL#	PROJECTED HIRE DATE
A					
B					
C					
D					
E					
F					
G					
H					
I					

R(a)(6)

**ATTACHMENT
J.7
TAX CERTIFICATION
AFFIDAVIT**

ORIGINAL

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Chief Financial Officer
Office of Tax and Revenue



TAX CERTIFICATION AFFIDAVIT

THIS AFFIDAVIT IS TO BE COMPLETED ONLY BY THOSE WHO ARE REGISTERED TO CONDUCT BUSINESS IN THE DISTRICT OF COLUMBIA.

Date November 3, 2009

Authorized Agent
Name of Organization/Entity
Business Address (include zip code)
Business Phone Number

RSI Enterprises, Inc.
5440 W. Northern Ave
Glendale, AZ 85301
(602) 263-4000

Authorized Agent
Principal Officer Name and Title
Square and Lot Information
Federal Identification Number
Contract Number
Unemployment Insurance Account No.

Christian P. Ulrich, President & CEO
[REDACTED]
Procurement # DCCF-2010-R-8132
Virginia - 0004115988

I hereby authorize the District of Columbia, Office of the Chief Financial Officer, Office of Tax and Revenue to release my tax information to an authorized representative of the District of Columbia agency with which I am seeking to enter into a contractual relationship. I understand that the information released will be limited to whether or not I am in compliance with the District of Columbia tax laws and regulations solely for the purpose of determining my eligibility to enter into a contractual relationship with a District of Columbia agency. I further authorize that this consent be valid for one year from the date of this authorization.

I hereby certify that I am in compliance with the applicable tax filing and payment requirements of the District of Columbia. The Office of Tax and Revenue is hereby authorized to verify the above information with the appropriate government authorities.

Signature of Authorizing Agent

Title

President & CEO

The penalty for making false statement is a fine not to exceed \$5,000.00, imprisonment for not more than 180 days, or both, as prescribed by D.C. Official Code §47-4106.

R(a)(6)

**ATTACHMENT
J.8
COST/PRICE
CERTIFICATION**

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.

ATTACHMENT

K.1-K.6

**REPRESENTATIONS, CERTIFICATIONS
AND OTHER STATEMENTS OF
OFFERORS**

ORIGINAL

SECTION K
REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

K.1 AUTHORIZED NEGOTIATORS

The offeror represents that the following persons are authorized to negotiate on its behalf with the District in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators).

Christian P. Ulrich

President and CEO

602-627-2348

K.2 TYPE OF BUSINESS ORGANIZATION

K.2.1 The offeror, by checking the applicable box, represents that
(a) It operates as:

a corporation incorporated under the laws of the State of
Arizona

an individual,

a partnership,

a nonprofit organization, or

a joint venture.

(b) If the offeror is a foreign entity, it operates as:

an individual,

a joint venture, or

a corporation registered for business in _____
(Country)

K.3 CERTIFICATION AS TO COMPLIANCE WITH EQUAL OPPORTUNITY OBLIGATIONS

Mayor's Order 85-85, "Compliance with Equal Opportunity Obligations in Contracts", dated June 10, 1985 and the Office of Human Rights' regulations, Chapter 11, "Equal Employment Opportunity Requirements in Contracts", promulgated August 15, 1986 (4 DCMR Chapter 11, 33 DCR 4952) are included as a part of this solicitation and require the following certification for contracts subject to the order. Failure to complete the certification may result in rejection of the offeror for a contract subject to the order. I hereby certify that I am fully aware of the content of the Mayor's Order 85-85 and the Office of Human Rights' regulations, Chapter 11, and agree to comply with them in performance of this contract.

Offeror RSI Enterprises, Inc Date 10.30.09

Name Christian P. Ulrich Title President and CEO

Signature 

Offeror has X has not participated in a previous contract or subcontract subject to the Mayor's Order 85-85. Offeror X has has not filed all required compliance reports, and representations indicating submission of required reports signed by proposed subofferors. (The above representations need not be submitted in connection with contracts or subcontracts which are exempt from the Mayor's Order.) **Please see TAB 3 attachment J.3 for documents.

K.4 BUY AMERICAN CERTIFICATION

The offeror hereby certifies that each end product, except the end products listed below, is a domestic end product (See Clause 23 of the SCP, "Buy American Act"), and that components of unknown origin are considered to have been mined, produced, or manufactured outside the United States.

<u>N/A</u>	<u>EXCLUDED END PRODUCTS</u>
<u>N/A</u>	<u>COUNTRY OF ORIGIN</u>

K.5 DISTRICT EMPLOYEES NOT TO BENEFIT CERTIFICATION

Each offeror shall check one of the following:

X No person listed in Clause 13 of the SCP, "District Employees Not To Benefit" will benefit from this contract.

 The following person(s) listed in Clause 13 may benefit from this contract. For each person listed, attach the affidavit required by Clause 13 of the SCP.

K.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

(a) Each signature of the offeror is considered to be a certification by the signatory that:

- 1) The prices in this contract have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any offeror or competitor relating to:

- (i) those prices
- (ii) the intention to submit a contract, or
- (iii) the methods or factors used to calculate the prices in the contract.

- 2) The prices in this contract have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before contract opening unless otherwise required by law; and
- 3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit a contract for the purpose of restricting competition.

(b) Each signature on the offer is considered to be a certification by the signatory that the signatory:

- 1) Is the person in the offeror's organization responsible for determining the prices being offered in this contract, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or
- 2) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above:

Christian P. Ulrich, President and CEO

(insert full name of person(s) in the organization responsible for determining the prices offered in this Contract and the title of his or her position in the offeror's organization);

- (i) As an authorized agent, does certify that the principals named in subdivision (b)(2) have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and
 - (ii) As an agent, has not participated, and will not participate, in any action contrary to subparagraphs (a) (1) through (a) (3) above.
- (c) If the offeror deletes or modifies subparagraph (a) (2) above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

K.7 TAX CERTIFICATION

Each offeror must submit with its offer, a sworn Tax Certification Affidavit, incorporated herein as Attachment J.7.

Please see TAB 3 for attachment J.7.