



**STATE OF NORTH CAROLINA  
DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)  
STATEWIDE IT PROCUREMENT OFFICE**

Statewide IT Contract Number: **8410A – Debt Collection Services**

Bid/Solicitation Number: DIT-501165-000

Effective Dates: September 1, 2026, through August 31, 2031

Renewal Options: Yes, two (2) one-year renewal options

Contract Administrator: Beverly Satterfield  
Email: [Beverly.Satterfield@NC.gov](mailto:Beverly.Satterfield@NC.gov)  
Phone: (919) 754-6614

## Scope

The scope of this contract is limited to the State's normal requirements for Debt Collection Services.

This contract includes the servicing of the following Debt Types:

- Debt Type 1 – School or Student Loan Debt
- Debt Type 2 – General Government Debt and Receivables

This contract is a **Convenience Contract**, but not mandatory, for the use of Executive **State Agencies** (and/or portions thereof) and non-Executive State Agencies as permitted by law. Such entities presently include the North Carolina University System and its member campuses, Department of Community Colleges, as well as local (municipal and county) governments.

Agencies with the need to acquire services related not covered by this contract are required to follow the State of North Carolina IT procurement rules, consistent with 09 N.C.A.C. 06 A& B and established procedures of the Department of Information Technology (DIT).

## Product Information and Pricing

| Vendor                                                          | Debt Service Type                                       | Vendor Collection Fee Percentage |
|-----------------------------------------------------------------|---------------------------------------------------------|----------------------------------|
| Coast Professional, Inc                                         | ▪ Debt Type 1 – School or Student Loan Debt             | 18.5%                            |
|                                                                 | ▪ Debt Type 2 – General Government Debt and Receivables | 18.5%                            |
| Credit Control Services, Inc. d/b/a Credit Collection Services. | ▪ Debt Type 2 – General Government Debt and Receivables | 14%                              |
| F.H. Cann                                                       | ▪ Debt Type 1 – School or Student Loan Debt             | 20%                              |
|                                                                 | ▪ Debt Type 2 – General Government Debt and Receivables | 14.75%                           |
| Linebarger Goggan Blair & Sampson                               | ▪ Debt Type 2 – General Government Debt and Receivables | 20%                              |
| Penn Credit                                                     | ▪ Debt Type 2 – General Government Debt and Receivables | 12.9%                            |
| Reliant                                                         | ▪ Debt Type 1 – School or Student Loan Debt             | 15%                              |
|                                                                 | ▪ Debt Type 2 – General Government Debt and Receivables | 15%                              |
| Williams & Fudge                                                | ▪ Debt Type 1 – School or Student Loan Debt             | 20%                              |
|                                                                 | ▪ Debt Type 2 – General Government Debt and Receivables | 20%                              |

## Ordering Instructions and Vendor Contact Information

The table below contains the awarded Vendors' Ordering Address and Contact information. Orders shall be issued directly to the respective Vendor. To address service or pricing questions, please contact the Vendors listed below.

| Vendor Name              | Vendor Contact Information                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Coast Professional, Inc. | <p><b><u>Ordering Information:</u></b></p> <p>Coast Professional, Inc<br/> 4273 Volunteer Road<br/> Geneseo, NY 14454<br/> (800) 231-0225<br/> Fax: 866-682-1915</p> <p><b><u>Local Primary Representative for Sales for State and Local Governments:</u></b></p> <p>Diana Day<br/> 800-231-0225<br/> <a href="mailto:dday@coastprofessional.com">dday@coastprofessional.com</a></p>                           |
| Credit Control           | <p><b><u>Ordering Information:</u></b></p> <p>Credit Control Services, Inc. d/b/a Credit Collection Services<br/> 725 Canton Street<br/> Norwood, MA 02062<br/> 617-965-2000 x2116<br/> Fax: 617-762-3017</p> <p><b><u>Local Primary Representative for Sales for State and Local Governments:</u></b></p> <p>Steven Sands<br/> 617-965-2000<br/> <a href="mailto:ssands@ccsusa.com">ssands@ccsusa.com</a></p> |
| F.H. Cann & Associates   | <p><b><u>Ordering Information:</u></b></p> <p>F.H. Cann &amp; Associates<br/> 25 Pelham Road Suite 403<br/> Salem, NH 03079<br/> 877-750-9801<br/> Fax: 877-874-7697</p> <p><b><u>Local Primary Representative for Sales for State and Local Governments:</u></b></p> <p>Antonio Calvagno<br/> 877-750-9801<br/> <a href="mailto:acalvagno@fhcann.com">acalvagno@fhcann.com</a></p>                            |

| Vendor Name                            | Vendor Contact Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Linebarger Goggan Blair & Sampson, LLP | <p><b><u>Ordering Information:</u></b></p> <p>Linebarger Goggan Blair &amp; Sampson, LLP<br/> 2700 Via Fortuna Drive, Suite 500<br/> Austin, Texas 78746<br/> 800-262-7229<br/> Fax: 512-447-6675</p> <p><b><u>Local Primary Representative for Sales for State and Local Governments:</u></b></p> <p>Eleanore Hargreaves<br/> 844-577-7630<br/> Fax: 857-214-2845<br/> <a href="mailto:Eleanore.hargreaves@lqbs.com">Eleanore.hargreaves@lqbs.com</a></p> <p>Mark Lombardo<br/> 800-561-0218<br/> Fax: 253-265-7512<br/> <a href="mailto:mark.lombardo@lqbs.com">mark.lombardo@lqbs.com</a></p> |
| Penn Credit Corporation                | <p><b><u>Ordering Information:</u></b></p> <p>Penn Credit Corporation<br/> 2800 Commerce Drive<br/> Harrisburg, PA 17110<br/> 800-801-4602<br/> Fax: 717-238-0901</p> <p><b><u>Local Primary Representative for Sales for State and Local Governments, and Academic Entities:</u></b></p> <p>Rhett Donagher<br/> 888-801-4602 x3003<br/> <a href="mailto:rhett.donagher@penncredit.com">rhett.donagher@penncredit.com</a></p>                                                                                                                                                                    |
| Reliant Capital Solutions, LLC         | <p><b><u>Ordering Information:</u></b></p> <p>Reliant Capital Solutions, LLC<br/> 670 Cross Pointe Road<br/> Gahanna, OH 43230<br/> 866-837-5096<br/> Fax: 614-452-6099</p> <p><b><u>Local Primary Representative for Sales for State and Local Governments:</u></b></p> <p>Margie Brickner<br/> 614-270-1219<br/> <a href="mailto:mailto:contracts@reliant-cap.com">mailto:contracts@reliant-cap.com</a></p>                                                                                                                                                                                    |

| Vendor Name            | Vendor Contact Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                        | <p><b><u>Local Representative for Academic Sales (K-12 and Higher Education):</u></b></p> <p>Jim Garrant<br/>614-625-0393<br/><a href="mailto:jgarrant@reliant-cap.com">jgarrant@reliant-cap.com</a></p>                                                                                                                                                                                                                                                                                                                                        |
| Williams & Fudge, Inc. | <p><b><u>Ordering Information:</u></b></p> <p>Williams &amp; Fudge, Inc.<br/>300 Chatham Avenue<br/>Rock Hill, South Carolina 29730<br/>800-849-9791</p> <p><b><u>Local Primary Representative for Sales for State and Local Governments:</u></b></p> <p>Jackson Ruh<br/>803-448-4021<br/><a href="mailto:jruh@wfcorp.com">jruh@wfcorp.com</a></p> <p><b><u>Local Representative for Academic Sales (K-12 and Higher Education):</u></b></p> <p>John Hughes<br/>803-417-1770<br/><a href="mailto:jhughes@wfcorp.com">jhughes@wfcorp.com</a></p> |

### Minimum Orders

There are no minimum order requirements on this contract.

### Abnormal Quantity

There is no Abnormal Quantity Provision for this contract.

### Taxes

The State of North Carolina is exempt from Federal excise taxes, and no payment will be made for any personal property taxes levied on the Vendor or for any taxes levied on employee wages. Agencies of the State may have additional exemptions or exclusions for federal or state taxes. Evidence of such additional exemptions or exclusions may be provided to Vendor by Agencies, as applicable, during the term of this contract. Applicable State or local sales taxes shall be invoiced as a separate item

### History

September 1, 2026 - STC 8410A awarded