

# **General Services Administration**

# Federal Acquisition Service Authorized Federal Supply Schedule Price List

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The Internet address for GSA Advantage is gsaadvantage.gov.

Cartus Corporation 40 Apple Ridge Road Danbury, CT 06810-7301 Telephone: 877-332-7356

Fax: 203-749-5494

www.cartus.com

Schedule Title: Transportation, Delivery & Relocation Solutions

FSC Group: V301, V111 & V112 Contract Number: GS-23F-9762H

Contract Period: October 1, 2007-September 30, 2012

**Business Size: Large** 

#### **Contract Administrator**

Ms. Sue Latina-Cohen 40 Apple Ridge Road Danbury, CT 06810-7301 Telephone: 203-205-6659 Fax: 203-448-6569

Email: sue.latina-cohen@cartus.com

Relocation	Sarvica	Dackage

SIN 653-1 (A) & (B) Home Sale Services and

Marketing Assistance

SIN 653-1 (C) Destination Area Services

SIN 653-1 (D) Reports

#### **Additional Services**

SIN 653-4 (A) Voucher Review and Payment

SIN 653-4 (B) Entitlement Counseling

SIN 653-4 (E) Rental Assistance

**Agency Customization Services** 

SIN 653-5 (A) Buyer Value Option & Home

Marketing Assistance

SIN 653-5 (C) Close Only Services

SIN 653-5 (E) Special Handling Transactions &

**Home Marketing Assistance** 

Training SIN 653-6 (A) Training

SIN 653-6 (B) Travel (in support of Training)

**Move Management Services** 

SIN 653-7 CHAMP MMS, Enhanced MMS

(400N Tariff), Insurance Rates, and Temporary and Permanent Storage for domestic and international moves including POVs and UAB

shipments.





To place an order, contact Cartus' Government Relocation Information Center:

Phone: 877-332-RELO (7356) Fax: 203-749-5494 Email: GSAadvantage@cartus.com

Online: www.GSAadvantage.gov

For more information contact: Cartus, 40 Apple Ridge Road, Danbury, CT 06810. 203-205-6659

Contract number: GS-23F-9762H



## **CUSTOMER INFORMATION**

#### 1a. Awarded SINS:

SIN 653-1, Relocation Service Package

SIN 653-4, Additional Services

SIN 653-5, Agency Customization Services

SIN 653-6, Training

SIN 653-7, Move Management Services

## 1b. Pricing:

See Pricelist

#### 1c. Job Titles:

Not applicable.

2. **Maximum order**: \$1,000,000

3. Minimum order: \$100.00

# 4. **Geographic coverage:** CONUS, Alaska, Hawaii &

CONUS, Alaska, Hawaii & Puerto Rico.

5. Point(s) of production:

Danbury, Fairfield County, Connecticut

6. **Discount from list prices:** All prices shown are net.

7. Quantity discounts:

Call Cartus at 203-205-6659

8. **Prompt payment terms:** Net 30 days

9a. Payment by Government credit card at or below the micro-purchase threshold: Yes.

9b. Payment by Government credit card above the micro-purchase threshold:
No.

10. **Foreign origin:** Not applicable.

11a. Time of delivery:

To be negotiated at the task order level.

- 11b. **Expedited delivery:** Call Cartus at 203-205-6659 for expedited delivery.
- 11c. Overnight and 2-day delivery: Call Cartus at 203-205-6659 for overnight and 2-day delivery.
- 11d. Urgent requirements: Call Cartus at 203-205-6659 for urgent requirements.
- 12. F.O.B. point(s): Destination
- 13. Ordering address

Cartus Corporation Government Relocation Information Center 40 Apple Ridge Road Danbury, Connecticut 06810 Phone: 877-332-7356 Fax: 203-749-5494

#### **Online Access**

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order through *GSA Advantage*<sup>TM</sup>, a menu-driven database system: www.GSAadvantage.gov.

# 14. Payment addresses:

## Banking remittance:

Kenosia Funding, LLC Box 371036 Pittsburgh, PA 15251-7036

#### Overnight delivery:

500 Ross Street 154-0455 ATTN: Box 371036 Pittsburgh, PA 15251-7036

# Wire remittance:

Mellon Bank
Pittsburgh, PA 15251
ABA #043-000-261
For credit to:
Kenosia Funding, LLC
Account #104-3328 (Please include File/Invoice Number)

Direct Inquiries to: 203.205.6659

 Warranty provision: Standard commercial warranty.

16. **Export packing charges:** Not applicable.

 Government commercial credit card acceptance terms See paragraphs 9a and 9b above.

18. Terms and Conditions of Rental, Maintenance, and Repair: Not applicable.

19. **Terms and Conditions of Installation:** Not applicable.

20. **Terms and Conditions of Repair Parts**: Not applicable.

20a. Terms and Conditions of Any other Services: Not applicable.

 List of Service and Distribution Points: Not applicable.

22. **List of Participating Dealers**: Not applicable.

Preventive Maintenance: Not applicable.

24a. **Special Attributes**: Not applicable.

24b. Section 508: Not applicable.

25. Data Universal Number System (DUNS) number:

11-202-0649

26. Central Contractor Registration: Registered, 4/11/2008





# **Transportation, Delivery and Relocation Solutions 48**

GSA Federal Supply Service Authorized Schedule Price List Contract Number GS-23F-9762H

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Transportation, Delivery, and Relocation Solutions 48 Pricing





# **Pre-Transfer Assistance**

# Pre-Transfer Assistance for Transferring Employees & Relocation Coordinators

Call toll-free 877-332-7356 or 800-488-6508, Fax 203-749-5494, or email teamgovauths@cartus.com

Cartus knows that employees and their families need information even before a move is authorized. By contacting the Government Relocation Information Center, families considering the impact of a move can learn about schools, housing, and cost of living at the new duty station, as well as understand the agency's relocation policy – at no cost to the agency.

Please call the Government Relocation Information Center at 877-332-RELO for a wide variety of relocation information. This information can also be obtained through our pre-transfer website: https://pretransfer.cartus.com.

# **Benefits**

- Neither the agency nor the employee incurs any cost
- Early information (before service authorization) helps employees make better relocation decisions
- Introduction to each Cartus service
- Helps the employee take the first steps in a relocation and make the most of each service

# **Program Elements**

The Government Relocation Information Center is available to all government employees. Its goal is to provide employees with early access to relocation information.

From an employee's first inquiry until the transfer is complete, the consultant will provide information on each element of the program and, if appropriate, introductions to each Cartus relocation professional who will be working with the employee.

Information Center consultants will be available to assist any employee at any point before or during the relocation process. Consultants are trained on each agency's policy, and Cartus' system provides a policy synopsis by agency to ensure that policy information is always available. This provides uninterrupted coverage from 8:30 a.m. to 5:00 p.m. EST, Monday through Friday, for all employees. The toll-free number is 877-332-RELO (7356).





# SIN 653-1 (A) and (B)

# **Home Sale Services and Marketing Assistance**

These services have been the backbone of government relocation programs since the passage of Public Law 98-151 in 1983.

Cartus provides Home Sale Assistance that supports your employee in achieving a rapid sale, backed by a guarantee to purchase at market value. We manage all aspects of an Amended Sale or a guaranteed buyout, from valuation and inspections through closing and disposition of inventory properties.

## **Benefits**

- All transferee needs coordinated through a single consultant
- Guaranteed offer to the employee for 60 days
- Single point of coordination for all related services
- Guidance from seasoned professionals and support throughout the move
- Costs savings through more efficient moves
- 95% equity loan at no cost to the employee
- Faster home sales at reduced costs
- Reduced marketing time and faster closing, listing, and negotiating assistance
- Designed to provide beneficial tax treatment

# **Program Elements**

## **HOME SALE SERVICES**

A client services consultant helps employees market their homes and guides them through this service, which includes a guaranteed offer for the home, advice on negotiating outside offers, interest-free, 95% equity advance, and payment of final equity.

The consultant will also help the employee work with the broker, evaluate and negotiate offers, and process acceptable offers.

The home must meet GSA and FTR/JTR requirements to be eligible.

#### MARKETING ASSISTANCE

Cartus' Marketing Assistance program makes the most of your transferring employees' efforts to market and sell their own homes. This approach meets two important objectives. First, it reduces your costs by increasing your employees' success in selling their homes in the shortest time period. Second, it helps your employees benefit from the highest possible price for their homes.

Cartus will help with broker selection and recommendations for home repairs or improvements, and will also help the employee with a marketing strategy that includes a suggested list price and probable selling price and terms.

### **OPTIONAL INCENTIVES**

Performance incentives in accordance with clause I-FSS-60 Performance Incentives (April 2000).

Performance incentives are negotiated at the ordering level with the customer agency.





SIN 653-1 (C)

# **Destination Area Services**

Cartus offers your transferring employees professional counseling and management to assist in the overall home finding and settling-in process. Your employee's consultant helps integrate new-home selection with the sale of the existing home. Cartus provides referrals to destination brokers who meet exacting standards and offers online tools that make your employees better educated and prepared buyers. The service includes destination area counseling and information on the real estate market, temporary accommodations, schools, taxes, commuting, and community life.

#### **Benefits**

- Reduced relocation costs from more productive home-finding trips
- Decreased temporary living and duplicate mortgage expenses
- Helps candidates and prospective transferees make informed decisions
- Increased productivity through early counseling and less stress
- Employees settle into new homes, communities, and jobs more quickly
- Smart purchases today mean faster sales tomorrow!

# **Program Elements**

#### HOME FINDING FOR BUYERS

Cartus' Home Finding service minimizes the time required for employees to find homes that are compatible with their family needs in new communities. Employees receive pre-arrival materials that help them set priorities and schedules, plan the move, and gain an overview of the new area. We put each employee in contact with a pre-screened, qualified real estate broker in the new area and monitor the transferee's progress toward a successful home purchase. Consultants work closely with your employees to customize the process to meet his or her needs. The consultant monitors each employee's progress until a home is found and resolves any problems that may occur. The consultant will recommend a broker in the destination area, but the employee is free to work with any broker he or she chooses. Cartus oversees the entire process to make sure that the agency efficiently meets the employee's needs.

# SIN 653-4 (E) Rental Assistance

Cartus assists transferring employees who would prefer to rent rather than purchase a home in the new location. The client services consultant will authorize placement of your employees with a member of the Cartus Rental Network. This network — the first comprehensive, nationwide service in the industry — comprises specialty rental locators that adhere to the highest standards of customer service and performance, as established by Cartus.

Four different rental service tiers are available to meet your needs. The Half- and Full-Day tour programs, which are additional fee-based, include an area familiarization tour along with the apartment-finding component; the Candidate Tour covers area familiarization. The EasyTour Web-based program is a no-fee program that is a self-guided, online option.

We perform the following services for all renting transferees:

- Assign a consultant to support the transferee from departure to move-in;
- Identify a rental-finding agency to assist in the search process;





- Serve as a consistently available resource to answer questions and provide advice;
- Ensure that transferees understand all paperwork;
- Lease negotiation is available where local regulations allow.

## **Expert, Nationwide Service Delivery**

The Cartus Rental Network is available in all 50 states. The network is comprised of rental locators, all of whom have been trained on our established rental requirements and have signed agreements committing to specific metrics. Metrics include an established timeline for the program (for instance, an initiation call to the customer must be made within eight hours of an authorization), as well as specific guidelines for time-sensitive updates (specifically, an initial 48-hour process update) and standards for Top Block service.

The Cartus Rental Locator Network offers four rental finding program options; you can choose the program that best meets the needs of your renting employees.

The half-day tour	The full-day tour	Candidate tour	EasyTour
Recommended for new-hire renters (fee based)	Recommended for transferee renters (fee based)	Recommended for prospective employees (fee based)	Recommended for maximum cost savings (no fee)
<ul> <li>Approximately 3 hours</li> <li>Needs analysis</li> <li>Apartment complex appointments set up</li> <li>Tour of identified properties</li> <li>Area tour (time permitting)</li> <li>Follow-up throughout</li> </ul>	<ul> <li>Approximately 6 hours</li> <li>Needs analysis</li> <li>Apartment complex appointments set up</li> <li>Tour of identified properties</li> <li>Area tour (time permitting)</li> <li>Follow-up throughout</li> </ul>	<ul> <li>Approximately 2 hours</li> <li>Pre-transfer or pre-hire area tour</li> <li>Maps and general information</li> <li>Tour of area schools, shopping, recreational facilities, places of worship, commuter services</li> </ul>	Self-guided service with personal support     Personalized Web site and/or property profiles with links     Local contacts offer six property choices     Renters' insurance     Furniture rental/purchase discounts     Utility connection assistance when available

### **Benefits**

- Offers substantial benefits to employees who are not homeowners
- Enables employees to make fast, sound housing decisions in an unfamiliar market
- Helps employees negotiate the most advantageous lease terms, based on local law and custom
- Reduces interim living expenses for employees in a home sale program or on temporary assignment





#### **TEMPORARY HOUSING**

One of the most stressful concerns for transferring employees is finding immediate living accommodations when transferring to another location. Finding a temporary residence is of paramount importance, yet comes at a time when the employee is contending with many issues, such as starting a new job, uprooting family members, and resolving affairs in the departure location. To find appropriate temporary housing, employees need assistance from a knowledgeable and experienced source such as Cartus.

Through its primary partnership with Oakwood Corporate Housing, Cartus is able to assist your employees in finding suitable accommodations throughout the world. Cartus also has a secondary network of 45+ temporary housing providers to address specific client and employee needs. Under 30-Day Stays are also accommodated in the U.S. through a unique program with Marriott. All temporary housing partners have been selected to meet Cartus' stringent performance standards and to provide "Top Block" service to your employees. All network partners are monitored to ensure that your employees receive exceptional service and satisfaction.

#### **Benefits**

For agencies, the program:

- Reduces hotel, travel, and meal costs when employees have immediate access to temporary housing.
- Allows your employees to immediately concentrate on work and family when search and settling-in are quick and efficient.
- Offers preferred rates established by Cartus and available through its temporary housing network.

Your employees:

- Experience less anxiety when seeking suitable short-term rental for self and family.
- Get help finding a suitable and satisfactory apartment that meets individual needs.

# **Program Elements**

- Cartus' Temporary Housing Network provides short-term housing, typically 30 days or more (in some cases, as
  few as seven days), in one-, two-, and three-bedroom, fully furnished apartments in over 1,400 cities and 40
  countries around the globe.
- High performance standards and metrics are established and tracked to determine timeliness, service quality, and overall customer satisfaction; you and your employees receive exceptional service and efficient use of available time and resources.
- Cartus will set up direct billing and other payment options with the temporary living supplier of your choice where available.
- Unique "Under 30-Day Stay" program addresses short-term housing needs.





#### MORTGAGE ASSISTANCE

Cartus Home Loans is one of the leading national lenders in the U.S., and it is the only provider with more than a decade of experience working with relocating employees. Cartus Home Loans has eliminated virtually all of the standard documentation required by most lending institutions. Pre-approval provides the employee with cash-buyer status.

Cartus Home Loans' diverse menu of mortgage products (including FHA and VA loans) and additional services is well-suited to accommodate the varying needs of today's relocating employees. The employee is guaranteed a sameday mortgage decision or \$250 will be refunded. Partner income potential is considered for qualification.

Reimbursable closing costs can be billed directly to the agency, reducing internal administration and eliminating the need for the employee to supply cash at the closing. Advanced reporting capabilities help track geographical and employee data.





SIN 653-1 (D)

# **Reports**

Cartus provides agencies with flexibility in information reporting.

#### **Benefits**

- Flexible systems to meet any requirement
- Choice of formats (print or electronic)

# **Program Components**

Our reports help you monitor your activity and manage and evaluate your relocation services. Cartus has a flexible reporting system that can meet any data requirement. Our system recognizes all agencies by division and branch, enabling us to generate customized service and cost reports.

The types of reports available include:

- Authorization
- Inventory
- Service
- Moving Services

Monthly or quarterly reports can be provided in printed form, on diskette, or via electronic mail. Agencies can also be connected directly to their account information via Cartus' online system.





# SIN 653-4 (A) and (B)

# Voucher Review and Payment and Entitlement Counseling

Cartus' professional staff will advise your employees on FTR entitlements, allowances, and agency policies; they will review and process agencies' vouchers and coordinate payment. Cartus has helped more than 300 client organizations, including government agencies, with program administration services.

# **Benefits**

- Reduces administrative burden on agency staff
- Provides knowledgeable and flexible professionals to meet your changing needs
- Enables your agency to focus resources on meeting its core mission
- Helps your agency handle volume fluctuations with ease

# **Program Elements**

## **VOUCHER REVIEW & PAYMENT**

Cartus will audit and pay all vouchers and invoices associated with a move, produce payroll and IRS documentation, and calculate RIT and RITA. FTR entitlements and allowances will be applied consistently and accurately in accordance with policy. Detailed, flexible reports assist your budgeting, policy development, and management efforts.

# **ENTITLEMENT COUNSELING**

Cartus' comprehensive policy counseling service provides your employees with all relevant policy information and all necessary FTR entitlements and allowances. The client services consultant, acting as the single point of coordination for all services throughout the move, will be the employee's personal advisor and advocate. The initial discussion begins a relationship that continues throughout the transfer. The consultant is your employee's ongoing resource for questions he or she may have about the contracted relocation services, procedures for relocation expense reimbursements, or any other concerns.

#### **Benefits**

For agencies, the program:

- Offers access to Cartus network suppliers and current industry knowledge.
- Allows your staff to be directed to more productive uses.
- Relieves administrative costs.
- Accommodates volume shifts without adjusting company staff levels.
- Acts as a buffer, protecting you from potentially contentious employee issues.
- Provides increased employee satisfaction and productivity.
- Eliminates the worry of keeping internal resources current with industry trends.

## Your employees:

- Receive guidance on all company policy issues from a single source.
- Are supported by a consultant who works to ensure that service providers meet their needs.





- Avoid common pitfalls and deal effectively with unexpected events.
- Stay informed through convenient Web access plus the assistance of a dedicated consultant.

# **Program Elements**

- Client-aligned support teams, which free up consultants for improved employee accessibility.
- A comprehensive customer-service model, which provides support to the consultant through integrated computer systems, advanced telephone technology, and team members with specialized expertise.
- The MyMove Web site page, which offers your employees and their families a self-help tool with specific information about your policy and their individual move status that is accessible at all hours.
- Access to checklists and tools that will assist them in their relocation.
- Ability to download employees' benefits packages directly from the MyMove Web site.
- The consultant develops a deep understanding of your agency's culture and policy elements and integrates it into the program.





# SIN 653-5 (A)

# **Buyer Value Option & Home Marketing Assistance**

Home Marketing Assistance and Customized Buyer Value Option Services help your employees sell their departure area homes at minimal expense to the agency.

# **Benefits**

#### HOME MARKETING ASSISTANCE

Helps reduce marketing time and closing time through listing and negotiating assistance

# **CUSTOMIZED BUYER VALUE OPTION**

- Objective advice for your employees on marketing the home
- Immediate employee access to equity
- Reduced administrative burden for the agency after the home is vacated

# **Program Elements**

# **HOME MARKETING ASSISTANCE**

Cartus' Home Marketing Assistance Service offers the employee professional help to make the many decisions involved in marketing and selling a home. The service includes advice on getting the home ready for marketing, selecting a real estate agency, setting the list price and marketing strategy, ongoing oversight of marketing activities, and negotiation assistance.

### **CUSTOMIZED BUYER VALUE OPTION PROGRAM**

This "best-value" service saves agency program fees while enabling employees to sell their homes at market value and negotiate the terms. With Buyer Value Option (BVO), the offer to the employee from Cartus is based upon the price set by the marketplace rather than through the appraisal process. Therefore, BVO can be used as the "guarantee" to the employee when an outside offer is received, in lieu of an appraisal process. We manage the process beginning with Marketing Assistance and concluding with closing of the sale once a buyer is found. This program also provides employee access to equity prior to closing, and he or she does not need to attend the closing. The program helps agencies reduce relocation costs such as temporary living and household-goods storage.





SIN 653-5 (C) and (E)

# Close Only Services and Special Handling Transactions

Close Only Services and Special Handling Transaction services will help your employees sell their departure area homes at minimal expense to your agency.

### **Benefits**

## **CLOSE-ONLY SERVICES**

- Reduce employee and agency paperwork and total expenses
- Employees have access to equity within 72 hours of closing

# **SPECIAL HANDLING TRANSACTIONS**

- Authorizes employees who otherwise would be ineligible for the Home Sale program
- Offers assistance when no other option is available

# **Program Elements**

### **CLOSE-ONLY SERVICES**

Close Only services are for employees who are ineligible for Home Sale but eligible for direct reimbursement of real estate sale expenses under the FTRs. Cartus oversees the closing, reimburses the employee for allowable expenses, and invoices the agency. The employee does not have to complete forms or attend the closing.

#### SPECIAL HANDLING TRANSACTIONS

This program provides options for handling "special" properties – homes that are ineligible for the Home Sale program. Cartus, in consultation with the agency, will classify certain homes as "special" for billing and reporting purposes. Such properties may include cooperatives, mobile homes, or homes outside CONUS, Alaska, Hawaii, and Puerto Rico. The agency and Cartus can agree on the homes that will be covered at contract start-up or define them on a case-by-case basis.





SIN 653-6 (A) and (B)

# **Training and Travel**

Cartus has a great deal of experience conducting workshops and seminars on moving and relocation-related issues such as buying and selling a home, commuting options, first-time homeowners, finding a rental in the destination area, and financial planning. We have also trained clients on the use of our systems and provided symposia on topics such as international relations, outsourcing, innovations, and policy issues.

## **Benefits**

- Expert advice to help employees move with increased comfort and confidence
- Customized to your needs, saving time for your staff

# **Program Elements**

Cartus provides workshops on a variety of topics. The content and scope of each program is negotiated separately and designed to meet your specific requirements.

Our most popular workshops include: "Sell Smart/Buy Smart" (practical advice on home selling and buying), Renters Workshop, Home Appraisal Workshop, First-Time Home Buyer Workshop, New Construction Workshop, and "Let's Get Moving" (a household-goods move workshop).

Cartus can provide training, as needed. Costs for this training might include items such as training materials, special speakers, hotel accommodations, transportation costs, and presentation equipment.





# **Move Management Services**

The efficient transportation of your employees' household goods is key to a successful relocation program. Quality service must be balanced with cost effectiveness, and Cartus will provide that crucial balance. As the largest corporate household-goods shipment broker in the world (over 70,000 shipments handled per year), we negotiate competitive discounts without sacrificing service. We choose the most appropriate carrier for each move, monitor performance, help employees with claims, and audit all invoices before payment.

Cartus offers agencies the ultimate in program options. We have established programs to meet every need, from the traditional to progressive.

#### **Benefits**

- Competitive discounts
- Worldwide service capability
- Single point of accountability for entitlement and move counseling
- Reduced interim living costs and storage costs
- Shipment valuation options
- Consolidated activity and cost reporting
- Invoice auditing and payment
- "Top Block" performance results

# **Program Elements**

Customized Move Management Services include:

- Entitlement and move counseling
- Pre-move survey
- Estimation of move costs
- Preparation of commercial bills of lading
- Services audit
- Pre-payment audit
- Full replacement insurance coverage up to \$180,000
- Claims administration
- Cost and activity reports
- Carrier selection and management
- Quality assurance
- Carrier service evaluations
- Cartus performance evaluation

**Counseling throughout the move:** Your agency's client services consultant, supported by a move specialist, will work with your employee throughout the move, coordinating all aspects of the service and maintaining constant and consistent communication. Whether the employee is uncertain about carrier services, claims, or a special exception—or just needs advice—the consultant will handle the problem personally.





**Coordination of move and storage arrangements:** The consultant works with a professional moving services planner, whose primary function is to support our teams with his or her knowledge of carrier capabilities.

The planner will schedule and coordinate shipments in an economical, efficient manner.

**Discount rates:** Your agency benefits from competitive discounts with a commercial tariff. Discounts apply to line haul and storage in transit.

**Carrier selection and evaluation:** In 1975, Cartus created the first preferred household-goods supplier network specifically for job-related transfers. Our quality network represents carriers and forwarders from all major van lines and independents, as well as small businesses. Selection is based upon top performance by marketplace, equipment availability, and transferee needs. Our suppliers are continually rated, and shipments are awarded based upon performance, responsiveness, claims frequency and severity, and timely and accurate invoicing.

Prepayment audit: Dedicated Moving Services auditors provide a complete policy, services, and tariff audit.

**Shipment liability coverage:** Cartus provides full replacement value insurance coverage up to \$180,000. This is actual, independent insurance rather than carrier liability coverage. Cartus serves as your employees' advocate, ensuring that any claims are settled quickly and to the transferee's satisfaction.

## **CHAMP MMS**

Cartus will manage the transportation of goods using the terms, conditions, and carriers under the optional CHAMP program.

# **ENHANCED MMS (400M & 400N TARIFF)**

Cartus will bring the flexibility and program features of a commercial household-goods program to our federal clients, including cost efficiency, easy ordering, and administration.



# Transportation, Delivery, and Relocation Solutions 48: Pricing



# **GSA Contract Number: GS-23F-9762H**

Prices valid October 1, 2007 through September 30, 2008

To place an order, call (toll-free) 877-332-7356, fax 203-749-5494 or email teamgovauths@cartus.com

# SIN 653-1

Relocation Service Package

# (ALL SUB-ITEMS MUST BE OFFERED)

SIN 653-1 (A) Home Sale Services & (B) Home Marketing Assistance

# **Special Pricing Notice**

To determine if your agency has negotiated Preferred Customer Fees with Cartus, please call 203-205-6659 or 203-205-3535.

Home Sale Price	Appraised Value Sale	Amended Value Sale
\$0 - \$39,999*	\$14,962*	\$8,977*
\$40,000 - \$54,999*	26.43%	14.46%
\$55,000 - \$74,999*	26.43%	14.46%
\$75,000 +	22.50%	12.10%
*Minimum fee	\$14,962	\$8,977

# **Optional Incentives for SIN 653-1 (A)**

Performance incentives are offered in accordance with clause I-FSS-60 Performance Incentives (April 2000).

SIN 653-1 (C) Destination Area Services (Renter Assistance, Buyer Assistance, Spousal Counseling, and Mortgage Counseling)

No Fee

SIN 653-1 (D) Reports (Standard Home Management Reports) No fee

### SIN 653-4 Additional Services

# SIN 653-4 (A) Voucher Review & Payment

Expense Management	Price
Homeowners	\$623 per homeowner plus direct expenses
Renters	\$474 per renter plus direct expenses

# SIN 653-4 (B) Entitlement Counseling

Entitlement Counseling	Price
Per Move	\$399

#### SIN 653-4 (E) Rental Assistance

Service	Price	
Temporary Housing	No Fee	
Rental Finding		
Escorted Half-day tour	Not to Exceed \$798 per employee	
Escorted Full-day tour	Not to Exceed \$997 per employee	

# SIN 653-5 Agency Customization Services

# SIN 653-5 (A) Buyer Value Option & Home Marketing Assistance

Buyer Value Option (including Home Marketing Assistance)

Program Fee
\$8,142
13.22%
13.22%
10.35%
10.35%
10.35%

## SIN 653-5 (C) Close-Only Service

\$1,546 per employee plus reimbursement of FTR/JTR allowable costs





# SIN 653-5 (E) Special Handling Transactions

Special Handling Transactions (including Home Marketing Assistance)

Appraised Value	Cost Per Home*
\$0 - \$39,999	\$14,962
\$40,000 - \$54,999	34.91%
\$55,000 - \$74,999	34.91%
\$75,000 - \$99,999	24.94%
\$100,000 - \$149,999	24.94%
\$150,000+	24.94%

<sup>\*</sup> Plus \$1,007 for each month (whole or part) home is in inventory.\*\*

# **Property Management**

Monthly fee per property	\$366
Other Direct Costs	Actual costs; Not to Exceed 12% of Annual Property Rental Value
Broker fee (monthly)	Actual costs; Not to Exceed \$103 per house per month

Training	Price
Per Cartus Employee (per hour)	\$110 per Cartus person
Per Cartus Employee (per day)	\$823 per Cartus person

# Travel (in support of Training)

Services to be determined by ordering agency
Actual costs as incurred (no mark-up)

# SIN 653-7 Move Management Services

obility

Service	Price
CHAMP MMS	\$798
Enhanced MMS	\$397

<sup>\*\*</sup> Inventory time is defined as the period from acquisition from the employee to receipt of proceeds at resale.