## COMPANY

The Move Management Center d/b/a MoveCenter 1650 Borel Place Suite 216 San Mateo, CA 94402 Telephone: 650-548-9000 Fax 650-548-9070 www.MoveCenter.com

## CONTRACT ADMINISTRATOR

Paul O'Leary, CRP, GMS 1650 Borel Place Suite 216 San Mateo, CA 94402 Telephone: (650) 548-4506 <u>paul@movecenter.com</u>

## CONTRACT INFORMATION SOURCE

Heisha K. Freeman, CRP EVP, Chief Customer Officer 1650 Borel Place Suite 216 San Mateo, CA 94402 Telephone: (972) 277-1753 hfreeman@movecenter.com

BUSINESS SIZE Small, Women Owned



# **General Services Administration**

Federal Acquisition Service Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the opinion 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.

Schedule Title: Multiple Award Schedule

FSC CLASS V301

SIN 531, Employee Relocation Solution

**GSA Contract Number: 47QMCB22D000E** For more information on ordering from Federal Supply Schedules click on FSS Schedules at fss.gsa.gov

Contract Period: June 30, 2022 - June 29, 2027



#### — SINCE 1963 —

### **CORPORATE PROFILE**

MoveCenter is an independent, third-party Relocation Management Company, specializing in high-touch, cost-effective, tailored employee relocation programs. A multi-generation family-owned company, **founded in 1963**, we are proud to be oldest, most stable Women Owned Business in the relocation industry. We are a **certified WOSB**.



A multiple award-winning company, MoveCenter is proud to be the only WOSB to win HRO Today's Baker's Dozen 2015, 2016, 2017, 2018, 2019 and 2020 Customer Service Awards. We have also been honored with the Better Business Bureau's Torch Award for Ethics.

MoveCenter's goal is to meet or exceed all expectations while providing the best relocation experience possible. Our success is partly evidenced by our **100% client retention rate for three decades**.

#### **Commitment to Satisfaction and Transparency**

We are very proud of our transferee satisfaction scores. In 2017 MoveCenter became the first – and still only – RMC in the world to publicly share our scores. It's part of our commitment to transparency. At any given moment, you can find current satisfaction scores / percentages on the 'Home' page of our website <u>www.MoveCenter.com</u>.

$\mathbf{V}$	HOME ABOUT US W	HY MOVECENTER SERVICES CONTACT US NEWS Q
Our Satisfaction Ratings		
We are so proud of our satisfaction ratings, that in 201 these published scores will be updated as often as nee	17, we became the first, and only RMC in the world, to publicl sessary to accurately reflect current percentages.	y share them. As part of our commitment to transparency,
OVERALL CLIENT SATISFACTION 100%	POLICY WRITING & CONSULTING SERVICES 98%	DESTINATION SERVICES 97%
OVERALL TRANSFEREE SATISFACTION 98%	PRE-DECISION SERVICES 97%	FINANCIAL SERVICES 100%
EFFECTIVENESS OF ACHIEVING DESIRED RESULTS 99%	DEPARTURE SERVICES 98%	WEB-BASED TECHNOLOGY & REPORTING 100%
	LOGISTICS 96%	SUPPLY CHAIN MANAGEMENT 97%
SATISFACTION WITH RELOCATION TEAM 100%	LOGISTICS 90%	

#### **Recent Recognition**

In the last 2 years, MoveCenter has won 24 awards and been a finalist in 4 more. This list includes awards for our business ethics, awards for our customer service, being named one of the top 10 employers in the USA and being named the best RMC in the world.



# **Customer Information**

1a. Table of Awarded Special Item Numbers: SIN 531 Employee Relocation Services

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1b. Pricing:	See pricing starting on page 3
1c. Commercial Job Titles:	Not Applicable
2. Maximum order:	\$1,000,000
3. Minimum order:	\$100
4. Geographic coverage (delivery area):	Global
5. Point(s) of production:	San Mateo, San Mateo county, CA
6. Discount from list prices or statement of net prices:	Prices are net prices and discounts are inclusive
7. Quantity discounts:	Call MoveCenter
8. Prompt Payment terms:	Net 30 days
9a. Government purchase cards accepted at or below the micro-purchase threshold:	Yes
9b. Government purchase cards accepted or not above the micro-purchase threshold:	Yes
10. Foreign items:	Not Applicable
11a. Time of Delivery:	To be negotiated at the task order level
11b. Expedited delivery:	Items available for expedited delivery are noted in this price list
11c. Overnight and 2-day delivery:	Not Applicable
11d. Urgent Requirements:	See contract clause I-FSS-14-B. Agencies can contact the contact for the MoveCentr Contract Administrator to obtain expedited support.
12. F.O.B point(s):	Destination
13a. Ordering address(es):	MoveCenter 1650 Borel Place #216 San Mateo, CA 94402 (888) 220-9376 (Toll Free) E-mail: <u>hfreeman@movecenter.com</u> Website: <u>www.movecenter.com/gsa</u>
13b. Ordering Procedures:	For supplies and services, the ordering procedures, information on blanket purchase agreements (BPA's), and a sample BPA can be found at the GSA/FSS schedule homepage (fss.gsa.gov/schedules).
14. Payment address(es):	Wire, ACH, mail



15. Warranty provision:	Not applicable
16. Export packing charges:	Not applicable
17. Terms and conditions of Government purchase card acceptance:	Not applicable
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 other services:	Not applicable
21. List of services and distribution points:	Not applicable
22. List of participating dealers:	Not applicable
23. Preventative maintenance:	Not applicable
24a. Special attributes such as environmental attributes:	Not applicable
24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full	
details and be found:	Information is available. Please contact Contract Administrator
25. Unique Entity Identifier (UEI) number:	G15ANE8PZDR4
26. Notification regarding registration in Central Contract Registration database:	Registered in SAM.gov CAGE Code: 1QD59

#### **Move Management Services**

Proposed pricing is inclusive of the 0.75% Industrial Funding Fee (IFF) which will be calculated as a percentage of service fees charged to the government.

GSA's Centralized Household Goods Traffic Management Program (CHAMP) move management services for domestic and international shipment of household goods, autos, boats, and mobile home services from initial notification of move through completion of all services.

MoveCenter can provide a total package of move management services including transferee entitlement and pre-move counseling; carrier selection; preparation of bills of lading; shipment booking; service performance and prepayment audits; claims preparation assistance; and on-site quality control.

These services may include environmentally sustainable options designed through the Environmental Protection Agency (EPA) SmartWay Program to reduce the impact of freight transport on the environment in the areas of fuel consumption, greenhouse gas, and emissions of toxins.

#### Services Included:

- Entitlement and PreMove Counseling
- > Transportation Service Provider (TSP) Selection, according to agency preferences
- Pre-Move Survey
- Moving Cost Estimates
- Ordering TSP Services
- Move Coordinating
- Pre-Audited Invoices
- Claims Assistance or Administration
- Quality Assurance
- Collect Quality Evaluations
- Move Management Reports
- Real Estate Referrals
- > Customized move management services are also available and are included

#### **Move Management Services Pricing Grid**

Service Type	Unit	Fee
US Domestic	Per Employee	\$695
International	Per Employee	\$695