



**GSA**

**Advantage!**  
[www.gsaAdvantage.gov](http://www.gsaAdvantage.gov)

GSA  
Multiple Award Schedule  
GSA Contract Number: GS-33F-0002W  
Effective October 6, 2019

# GSA FEDERAL SUPPLY SERVICE AUTHORIZED SCHEDULE PRICE LIST



800-523-3318 (P)  
262-523-2805 (F)  
[www.WHRG.com](http://www.WHRG.com)

**EMPLOYEE RELOCATION SERVICES**  
Special Item Numbers Awarded:  
SIN 531  
Employee Relocation Solution

# WHO WE ARE

WHR Group Inc. (WHR) is a privately owned, client-driven global relocation services firm distinguished by its best-in-class service delivery and cutting-edge, proprietary technology.

- 100% Client Retention Rate for the past decade
- Client and employee customer satisfaction scores of 98%
- Independent of any affiliation with a real estate company, van line, or any other member of the relocation supply chain
- Awarded a GSA Employee Relocation Solution Contract in 2009 under contract #GS33F0002W
- WHR is consistently ranked as a best place to work by its employees. Voted a Top Workplace in 2020, making it our 7th consecutive year
- Rated as “exceptional” in most recent contractor assessment audit as evaluated by the GSA



# GENERAL SERVICES

## Federal Supply Service Schedule Price List

Online access to WHR Group's price list terms and conditions are available through GSA Advantage at [www.gsaadvantage.gov](http://www.gsaadvantage.gov)

### Schedule Title and FSC Group, Part and Section:

**Multiple Award Schedule, Employee Relocation Solution**

**FSC Class:** V301

**Contract Number:** GS-33F-0002W  
**Modification No.** PO-0028

**Contract Period:** October 6, 2019 -  
October 5, 2024

**Contractors Name,  
Address, Phone Number:** WHR Group, Inc.  
N27 W23681 Paul Rd.  
Pewaukee, WI 53072  
800-523-3318 (P)

**Contract  
Administrative Source:** Paul De Boer, President  
WHR Group, Inc.  
N27 W23681 Paul Rd.  
Pewaukee, WI 53072  
800-523-3318 (P)  
262-523-2805 (F)  
708-280-8824 (M)  
paul.deboer@whrg.com

**Contact  
Information Source:** Dave Peters, CRP  
Government Client  
Services Manager  
800-523-3318 (P)  
262-523-2805 (F)  
dave.peters@whrg.com

**Business Size:** Other Than Small

**Maximum Order:** \$1,000,000

**Minimum Order:** \$100

**Geographic Region:** Worldwide

**Prompt Payment Terms:** None - Net 30

Payment by Government Commercial Credit Card: **No**

**Discount for Payment by  
Government Commercial  
Credit Card:** N/A

**Time of Delivery:** Per schedule

**Ordering Address and  
Points of Production  
are the same:** WHR has one centralized  
facility.  
WHR Group, Inc.  
N27 W23681 Paul Rd.  
Pewaukee, WI 53072  
800-523-3318 (P)  
262-523-2805 (F)  
paul.deboer@whrg.com

**Payment Address:** WHR Group, Inc.  
Attn: Accounting  
N27 W23681 Paul Rd.  
Pewaukee, WI 53072  
800-523-3318 (P)  
262-523-2805 (F)  
paul.deboer@whrg.com

**Data Universal Number  
Systems (DUNS) Number:** 09-070-6516

**Notification Regarding  
Registration in  
System for Award  
Management (SAM)  
Database:  
Registered**

**Discount from list prices  
of statements of net  
prices:** Prices are net;  
discounted prices to the  
government

# SIN 531: Appraised Value & Amended Value Transactions

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.

## Appraised Value Sale:

WHR will provide a guaranteed offer to purchase an employee's home after the property is appraised and inspected. The employee will have the option of accepting the guaranteed offer and selling the home directly to WHR. Under the statement of work and agency guidelines, the employee will receive his or her equity based on this guaranteed value. Additionally, the employee will have the option to list and market the property during the offer period in an attempt to better the guaranteed amount.

## Amended Value Sale:

Employees may receive an outside offer from a qualified buyer. If this occurs, WHR may purchase the home from the employee based on this offer price. WHR will determine the validity of the offer and, if acceptable, will close the sale with the employee based on the net offer amount. The offer must be presented prior to the employee's acceptance of the guaranteed offer and will result in a lower fee to the agency.

Pricing Option	Home Sale Program Type	Acquisition Price Range			
		Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option 1	<b>Full Choice Homesale with Mortgage Payoff</b>				
	<i>Appraised Value Sale</i>	28.50% (\$15,000 min)	28.50%	28.50%	28.50%
	<i>Amended Value Sale</i>	12.50% (\$9,000 min)	12.25%	12.25%	12.25%
Option 2	<b>Full Choice Homesale with Delayed Mortgage Payoff</b>				
	<i>Appraised Value Sale</i>	28.00% (\$15,000 min)	28.00%	28.00%	28.00%
	<i>Amended Value Sale</i>	12.50% (\$9,000 min)	12.00%	12.00%	12.00%
Option 3	<b>Managed Homesale with Mortgage Payoff</b>				
	<i>Appraised Value Sale</i>	27.50% (\$15,000 min)	27.50%	27.50%	27.50%
	<i>Amended Value Sale</i>	12.00% (\$9,000 min)	11.00%	11.00%	11.00%
Option 4	<b>Managed Homesale with Delayed Mortgage Payoff</b>				
	<i>Appraised Value Sale</i>	27.00% (\$15,000 min)	27.00%	27.00%	27.00%
	<i>Amended Value Sale</i>	12.00% (\$9,000 min)	11.00%	11.00%	11.00%

# SIN 531: Buyer Value Option Transactions

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.

## Buyer Value Option:

This is a home sale program similar to Appraised Value in that it offers the full benefits of a Guaranteed Buyout, but the guaranteed offer is based on an outside buyer's offer amount. The home is purchased by WHR at the net amount of the outside buyer's offer, and the home is closed with the homeowner based on this value. This is a lower cost option to Appraised Value but provides a similar level of benefit to the employee.

Pricing Option	Home Sale Program Type	Acquisition Price Range			
		Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option 1	<b>Full Choice Homesale with Mortgage Payoff</b>				
	Standard BVO	12.50% (\$9,000 min)	12.00%	12.00%	12.00%
	BVO Sale Fall-Through No Rebill	16.00%	16.00%	16.00%	16.00%
Option 2	<b>Full Choice Homesale with Delayed Mortgage Payoff</b>				
	Standard BVO	12.50% (\$9,000 min)	12.00%	12.00%	12.00%
	BVO Sale Fall-Through No Rebill	16.00%	16.00%	16.00%	16.00%
Option 3	<b>Managed Homesale with Mortgage Payoff</b>				
	Standard BVO	11.50% (\$9,000 min)	10.50%	10.50%	10.50%
	BVO Sale Fall-Through No Rebill	15.00%	14.50%	14.50%	14.50%
Option 4	<b>Managed Homesale with Delayed Mortgage Payoff</b>				
	Standard BVO	11.50% (\$9,000 min)	10.50%	10.50%	10.50%
	BVO Sale Fall-Through No Rebill	15.00%	14.50%	14.50%	14.50%

# SIN 531: Special Handling Transactions

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.

## Special Handling Home Sale Services:

These fees apply to those properties that are deemed by WHR and the agency to be either especially difficult to sell or where the property value is extremely difficult to establish. Prior agreement between WHR and the agency is necessary before a property would be acquired under these circumstances. The following would be examples of such a property:

- Homes in extremely rural areas with no appraisers located within 50 miles
- Homes in excess of \$1,000,000
- Homes with atypical lot sizes for the area (e.g., 10-acre lot where majority of homes sit on 1 acre or less)
- Homes in foreclosure proceedings
- Homes with environmental issues (e.g., mold, radon, toxic substances, etc.)
- Mobile homes
- Co-ops in communities where this is not the norm

Pricing Option	Home Sale Program Type	Acquisition Price Range			
		Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option 1	<b>Managed Home Sale with Mortgage Payoff</b>				
	<i>Appraised Value Sale</i>	34.00% (\$15,000 Minimum)	34.00%	34.00%	34.00%
	<i>Amended Value Sale</i>	14.00% (\$9,000 Minimum)	13.00%	13.00%	13.00%
Option 2	<b>Managed Home Sale with Delayed Mortgage Payoff</b>				
	<i>Appraised Value Sale</i>	33.00% (\$15,000 Minimum)	32.50%	32.50%	32.50%
	<i>Amended Value Sale</i>	14.00% (\$9,000 Minimum)	12.50%	12.50%	12.50%

# SIN 531: Property 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.

WHR will provide support to an employee on temporary or permanent assignment inside or outside the United States and who would rather retain and rent their property than sell the home.

<b>Property Management</b>		
<b>Property Management Service Fee</b>	Per service month	\$616
<b>Leasing Fee - New Tenant</b>		12% of annual rent
<b>Leasing Fee - Lease Renewal</b>		No fee

# SIN 531: 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.

Available services include:

- Entitlement and Pre-Move Counseling
- Transportation Service Provider (TSP) Selection, according to agency preferences
- Ordering TSP Services
- Cost Estimates
- Coordination of the Transportation and Storage of Goods
- Quality Control and Service Performance Audit
- Claims Preparation, Filing, and Settlement
- Prepayment Audits
- Submission of invoices to GSA Post-Payment Audit Division
- TSP Payment
- Move Management Reports

Agencies must specify the services required and agency requirements for each service.

<b>TDRS/CHAMP Teaming</b>	<b>Unit of Issue</b>	<b>Government Rate</b>
<b>Move Management Fee for Domestic Moves</b>	Per employee move	\$350
<b>Move Management Fee for International Moves</b>	Per employee move	\$350

# SIN 531: Relocation Services (Additional)

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.

## **Cost of Living Analysis:**

Outside consultants report on the cost of living differential between old duty station and new duty station.

## **Closing Assistance:**

WHR will not provide a Guaranteed Buyout, BVO, or marketing assistance. WHR will simply coordinate the closing of an employee's independent home sale transaction.

## **Expense Management (with or without a W-2):**

WHR will coordinate and track employee relocation expenses in conjunction with the ordering agency's relocation program to ensure compliance. In addition, WHR can provide a W-2 per agency requirements if required.

## **Entitlement Counseling:**

WHR will explain to the employee what services he or she is eligible to receive under the agency's relocation program and advocate these benefits on the agency's behalf.

## **Customized Management Reports:**

Customized management reports are provided at no fee.

## **Agency-Specific Program Materials:**

Agency-specific program materials are provided at no fee, but production costs and material costs will be charged back to the ordering agency.

## **Training and Travel:**

WHR will provide transition and implementation training as necessary and requested, and WHR will travel to the agency's location to provide such support.

<b>Additional Service (Type)</b>	<b>Unit of Issue</b>	<b>Rate</b>
<b>Cost of Living Analysis</b>	Per service	\$100, plus any direct cost of report from Data Provider
<b>Closing Assistance</b>	Per service	\$750
<b>Expense Management (with or without a W-2)</b>	Per homeowner/ per renter	\$495/homeowner; \$300/ renter
<b>Entitlement Counseling</b>	Per employee	\$300/employee
<b>Customized Management Reports</b>	N/A	No fee
<b>Agency Specific Program Materials</b>	N/A	No fee; production at cost
<b>Training and Travel</b>	Per WHR employee	\$500 per WHR employee per day; Travel & Per Diem IAW FTR

# SIN 531: Relocation Services (Additional)

## **International Services:**

### **Temporary Living:**

Temporary living provides coordination support for the employee in finding temporary accommodations in the new duty station.

### **Pre-Decision Trip Coordination:**

This service provides the employee an opportunity to travel to the new duty station with factual information about the new location. This allows an employee to make a decision on the new location and if it is financially viable.

### **Immigration and Visa Coordination:**

WHR will provide clients with the needed information and assistance to process the applicable country immigration documents and visa applications.

### **Orientation and Area Tours:**

WHR coordinates area orientation tours customized to provide a detailed overview of living in a new country location.

### **Home Search Assistance:**

WHR's home search assistance provides personalized coordination for the employee in searching out a new home in the new country location. This could encompass a rental or purchase dependent, upon the employee's personal desire.

### **Settling-In Assistance:**

This service provides a comprehensive orientation to the new location by offering assistance with city tours, tips on living in the new country, medical and dental care, reliable handyman, utility coordination, introductions to local expat groups, banking assistance, registration, and local insurance practices, etc., allowing for the expat to adjust to the new location.

### **Local Registration:**

WHR will assist the employee with getting registered with the local authorities. Many countries require expats to apply for a residence permit within the local country.

### **School Search Assistance:**

This benefit offers a comprehensive overview of the educational options in a new country for the relocating family, such as evaluations on local schools, which schools match the children's curriculum, organization of placement, arrangement of interviews and tours, and advisement on costs.

### **Airport Pick Up:**

This is a service designed to pick an employee up the first time the employee enters the new location, acting as a personalized guide as the employee is oriented to the new location.

### **Tenancy Management:**

WHR will act as the point of contact between the employee and the landlord by providing ongoing tenancy management support and assistance. Services include the track of lease dates, advisement on property market, negotiation of rents and other terms and conditions, assistance with documentation and contracts, and assistance in closing out the lease.

### **Departure Assistance:**

WHR's departure assistance services assists with lease cancellation, closing of utilities, closing of other accounts, arrangement of household goods move, deregistration from local authorities, and any other requirements that need to cease in the expat location.

### **Property Management:**

WHR offers property management support to an employee on temporary or permanent assignment inside or outside the United States, and who would rather retain and rent their property than sell the home.

### **Bundled Program:**

Covers a combination of all of the services and can be customized to the specific needs of the employee.

# SIN 531: Relocation Services (Additional)

## International Services (Cont.):

<b>Additional Service (Type)</b>	<b>Unit of Issue</b>	<b>Rate</b>
<b>Temporary Living</b>	Per service	\$350 plus direct costs
<b>Pre-Decision Trip Coordination</b>	Per service	\$750 plus direct costs
<b>Immigration and Visa Coordination</b>	Per service	\$750 plus direct costs
<b>Orientation and Area Tours</b>	Per service	\$350 plus direct costs
<b>Home Search Assistance</b>	Per service	\$350 plus direct costs
<b>Settling in Assistance</b>	Per service	\$350 plus direct costs
<b>Local Registration</b>	Per service	\$350 plus direct costs
<b>School Search</b>	Per service	\$350 plus direct costs
<b>Airport Pickup</b>	Per service	\$350 plus direct costs
<b>Tenancy Management</b>	Per service	\$350 plus direct costs
<b>Departure Assistance</b>	Per service	\$350 plus direct costs

# SIN 531: Relocation Services (Additional)

## **Destination Services:**

WHR will assist employees with all necessary housing needs in the new location, including temporary living, rental assistance, or home purchase assistance.

## **Mortgage Counseling:**

WHR will counsel employees regarding local and nationally available mortgage programs that meet the employee's financial objectives and qualifications.

## **Sale Closing Services (Closing Assistance Plus™):**

WHR's comprehensive closing assistance program, Closing Assistance Plus™, provides agency savings with enhanced employee relocation assistance supporting direct reimbursement and employee self-moves. The program provides dedicated counselor support to close the independent sale for the employee, voucher filing assistance of reimbursable costs, agency de-obligation of funds notice, and destination support.

### **Agency Benefits**

- Full access to WHR technology, including status reporting and online document review
- Simple Move Real Estate Referral and Commission Reduction Program
- Cost savings with commission reduction on departure closing with employee participation in Simple Move Real Estate referral program
- Temporary housing savings—employee does not attend closing; moving and settling-in sooner
- De-obligation of funds notice based on actual final closing costs
- Increase efficiency and timeliness of employee voucher process
- Enhanced employee satisfaction

### **Employee Benefits**

- Full access to WHR technology, including mobile app providing status support
- Listing agent assistance; marketing updates; third party offer review
- Employee represented at closing—saving time and resources
- Voucher preparation assistance with documentation
- Destination support for home finding
- SimpleMove™ real estate rebate program at departure and destination—employee receives \$5.00 per \$1,000, no cap, subject to state real estate regulations
- Mortgage and temporary housing referrals

The WHR Relocation Counselor will be the employee's advocate through the relocation process from departure to destination facilitating the coordination of the following services.

### **Departure Services**

- SimpleMove™ commission reduction through agent referral listing program
- Coordinate with the WHR closing network to facilitate required closing paperwork to be sent to the employee
- Coordination with listing agent and WHR closing network for closing requirements
- Represent the employee at the closing through a power of attorney to execute required paperwork
- Review estimated closing settlement statement with employee for approval and review of reimbursable closing costs
- Close the sale for the employee with sales proceeds sent to the employee from the closing agent based on employee instructions
- Prepare and send a sample voucher reimbursement request with supporting closing documentation for the employee
- Advise the authorizing official of final closing costs to ensure timely de-obligation of funds that were obligated for direct reimbursement home sale costs

### **Destination Services**

- New home search support—recommendation of real estate agent based on employee requirements for new home area
- SimpleMove™ rebate program option with rebate to the employee based on the purchase price at \$5.00 per thousand
- Referral to national lenders for no-cost application with enhanced relocation rates and benefits
- Referral to GSA schedule temporary housing agents to assist in locating suitable temporary housing
- Notification to agency of new home closing

## SIN 531: Relocation Services (Additional)

### Marketing Assistance:

WHR will work with employees to achieve a home sale in the departure location when a BVO or Guaranteed Buyout is not included in their benefit package. WHR will provide experienced real estate agents, objective pricing recommendations, pre-listing consultations or marketability, and a continuous monitoring of the marketing of the home from listing to closing.

Additional Service (Type)	Unit of Issue	Rate
Destination Services	Per service	\$750, but no fee if WHR collects referral fee from destination real estate broker
Mortgage Counseling	Per service	No fee
Closing Assistance Plus	Per service	\$750