

# GSA Federal Acquisition Service Authorized Federal Supply Schedule 48 Price List



**Governmentwide Employee Relocation Services**

**Industrial Group 653**

**Effective: June 2, 2015**

**Contract Number: GS- 33F- 0015W**

**SIRVA<sup>®</sup>**  
Relocate Your Thinking

# Welcome to SIRVA



## Thank you for considering SIRVA Relocation as your Employee Relocation Services partner.

We are pleased to provide government-wide relocation service under the GSA Federal Acquisition Service Schedule 48 GS-33F-0015W and appreciate the trust and confidence that has been placed in our reputation. We look forward to introducing you to the SIRVA difference – the best mobility experience.

My personal commitment is to raise your expectations for service to new levels. We have built our company around the expectations of our customers. We continue to grow our business by exceeding those expectations on a daily basis. Our goal is to make certain that every transferee we move has a great experience. To do that, we have dedicated ourselves to creating the most complete government-relocation solutions by providing top quality service and expert account management. Outstanding customer service levels and pioneering innovation are what differentiates SIRVA from our competitors. We recognize that the key to our success is in exceeding your expectations on every single move and we dedicate each day to doing so.

**We appreciate the opportunity to serve you.**

A handwritten signature in black ink that reads "Debbie Bali".

**Debbie Bali**

President; SIRVA Relocation

**SIRVA®**  
Relocate Your Thinking

# Year After Year, the Best Mobility Experience

## SIRVA Relocation

Home Sale Program  
Option 1,2,3,4

BVO  
Option 1,2,3,4

Special Handling  
Option 1,2

Destination Services  
Home Buyer's Assistance

Rental Assistance

Mortgage Counseling

Temporary Living

Property Management

Household Goods Move Management

## SIRVA delivers industry-leading relocation services to government transferees.

No matter where your facilities are located, no matter where your transferees need to go, SIRVA is there. We manage a network that's as vast as the federal government itself with dedicated mobility centers, multiple household moving agents, relocation experts, rental counselors, home sale specialists and more.

But more important than the size of our network is the performance you receive. SIRVA owns major portions of our supply chain, including household goods movers Allied Van Lines and North American Van Lines, as well as mortgage and settlement companies. SIRVA's extensive Preferred Broker Network grants precision control over all supply chain elements optimizing operations at every stage.

So when you put the SIRVA relocation team to work for you, you'll have the confidence that every transferee's experience will be seamless and smooth. The industry's strictest performance standards assure it.

It's no wonder that SIRVA is continually ranked as a leader in overall performance and satisfaction in the annual Trippel Relocation Managers Survey. Our relocation counselors are the most talented and knowledgeable in the industry, with an average tenure of over five years. The majority are certified by the Employee Relocation Council and have either their CRP or SCRP designation, including current real estate licensing.

Moreover, every relocation team member has received extensive training with industry experts on the Federal Travel Regulations (FTR) and Joint Travel Regulations (JTR). All have been rigorously tested and certified by SIRVA on the FTR, JTR and the GSA Statement of Work. And as there's no substitute for experience, it's good to know SIRVA has assisted with the relocation of thousands of federal employees — taking care of everything from home sales to household goods transfers.

You'll also like how easy it is to partner with SIRVA. One call puts you in touch with our entire network, including service segment experts assigned to each part of the relocation supply chain. Our advanced technology provides you with 24/7 access to all aspects of every move. Everything is always on track because you have complete control.

**We look forward to working with you.**

**SIRVA®**  
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# Year After Year, the Best Mobility Experience

## SIRVA Relocation

Home Sale Program

Option 1,2,3,4

BVO

Option 1,2,3,4

Special Handling

Option 1,2

Destination Services

Home Buyer's Assistance

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**SIRVA**<sup>®</sup>

Relocate Your Thinking

**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 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](http://gsaadvantage.gov).

**Schedule Title: Transportation, Delivery & Relocation Solutions**  
**FSC Group: V301, V111 & V112 / SIN(s) 653-1, 653-4, 653-5, 653-7(Schedule 48)**  
**Contract Number: GS-33F-0015W**

For more information on ordering from Federal Supply Schedules click on FSS Schedules at [fss.gsa.gov](http://fss.gsa.gov)

**Contract Period:** [December 8, 2009](#) – [December 7, 2019](#)

**Company:**

SIRVA Relocation LLC  
6200 Oak Tree Blvd. #300  
Independence, OHIO, 44131  
301-263-0611  
800-341-5648  
301-263-0612 Fax  
[www.sirvarelocation.com](http://www.sirvarelocation.com)

**Contract Administrator:**

[Jeff Margolis](#)  
6200 Oak Tree Blvd. #300  
Independence, OHIO, 44131  
800-341-5648 ex. 4192  
216-606-7683 Fax  
[jeff.margolis@sirva.com](mailto:jeff.margolis@sirva.com)

**Business Size:** [Large](#)

**For Sales please contact:**

**Dawn Brozik**  
**216-606-4181**  
[dawn.brozik@sirva.com](mailto:dawn.brozik@sirva.com)

**Customer Information:**

1a. **SIN [653-1](#), [653-4](#), [653-5](#), [653-7](#)**

1b. See [attachment 1](#) for pricing of Tasks

1c. See [attachment 1](#)

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

3. Minimum order: **\$100**

4. Geographic coverage (delivery area): **Domestic**

5. Point(s) of production (city, county, and state, or foreign country): **Independence, Ohio 44131**

6. Discount from list prices or statement of net prices: **See 1a above, prices are net prices**

7. Quantity discounts: **None.**

8. Prompt Payment terms: **None**

9a. Notification whether Government purchase cards are accepted at or below the micro-purchase threshold. **Yes**

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. **No**

10. Foreign items: **Not Applicable**

11a. Time of Delivery: **To be negotiated at the task order level.**

11b. Expedited delivery: **N/A**

11c. Overnight and 2-day delivery: **N/A**

11d. Urgent Requirements: **Contact SIRVA for information**

12. F.O.B point(s): **Destination**

13a. Ordering address(es):

6200 Oak Tree Blvd. #300

Independence, OHIO, 44131

Phone: 877-SIRV GOV (877-747-8468)

Fax: 877-468-1709

E-mail: [GSA@sirva.com](mailto:GSA@sirva.com)

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](http://fss.gsa.gov/schedules)).

14. Payment address(es):  
Remittance Address -SIRVA Relocation LLC  
24252 Network Place  
Chicago, IL 60673

**Electronic Funds Transfer – WELLS FARGO BANK, NA**

**ABA Routing Number -121000248**

**Account Number – 4123805301**

**Account Type – Checking**

**Automated Clearing House Phone Numbers 216-606-4000, Fax 216-606-7741**

15. Warranty provision: **N/A**

16. Export packing charges: **N/A**

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro purchase level): **N/A**

18. Terms and conditions of rental, maintenance, and repair: **N/A**

19. Terms and conditions of installation: **N/A**

20. Terms and conditions of repair parts: **N/A**

20a. Terms and conditions for any other services: **N/A**

21. List of services and distribution points: **N/A**

22. List of participating dealers: **N/A**

23. Preventative maintenance: **N/A**

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. The EIT Standards can be found at <http://www.section508.gov/>. (e.g. Contractor's website or other location.): **N/A**

25. Data Universal Number System (DUNS) number: **05-3038584**

26. Notification regarding registration in System for Award Management (SAM) database, : **Registered, and Registration valid to 09/25/2015.**

# Attachment 1

## SIRVA Relocation LLC

### **Awarded Contract Price List – Schedule 48 SIN 653-1, 653.4, 653-5, 653-7**

#### SIN 653-1 Home Sale Services

SIRVA's Home Sale Assistance program is designed to secure a sale on the employee's home in the shortest period of time, at a fair market value, and with the least amount of inconvenience to the transferring family. Home sale and home marketing assistance is provided in-house by SIRVA Relocation. SIRVA Relocation utilizes trained Relocation Counselors, Home Marketing and Inventory Specialists to assist transferring homeowners in marketing and selling their homes for the highest possible price in the shortest amount of time. This counseling includes market analysis, repair and redecorating recommendations, referral to qualified listing brokers, plus marketing and negotiating strategies as well as closing assistance and inventory resale management.

##### Appraised Value Sale

After the home is appraised and inspected SIRVA Relocation provides the employee a guaranteed offer to purchase the property. The employee then can sell the home directly to SIRVA Relocation and receive their equity under the terms of the schedule and agency guidelines. Some agencies may require the employee to market the home for period of time prior to initiation into this program or acceptance of the guaranteed offer.

##### Amended Value Sale and Amend From Zero

While the employee is marketing the property they may receive a bona fide offer from a qualified buyer. SIRVA may purchase the home from the employee and close the sale with the outside buyer. An Amended Sale can occur prior to or subsequent to the guaranteed offer and results in a lower fee to the government. Amend from zero is the same as the amended program except a bona fide offer from an outside buyer is presented prior to the completion of the appraisal process.

#### Option 1 Full Choice Guaranteed Buyout with Mortgage Payoff

Includes the following elements

- Employee has choice of real estate agent in old and new location.
- Employee may have listed home previously via a "For Sale by Owner" or other listing arrangement.
- Appraisals ordered upon authorization.
- Employee will select Designated Certified Appraisers from list provided by Contractor.
- Appraised Value Offer Period is for a period of 60 Days, but may be increased up to 90 days by the ordering agency.
- Employee may accept the Appraised Value Offer at any time during the Offer Period.
- Employee mortgage counseling for the new home purchase not required.
- Employee has choice of mortgage supplier.
- Mortgage payoff is required.

## Option 2 Full Choice Guaranteed Buyout without Mortgage Payoff

Includes the following elements

- Employee has choice of real estate agent in old and new location.
- Employee may have listed home previously via a “For Sale by Owner” or other listing arrangement.
- Appraisals ordered upon authorization.
- Employee will select Designated Certified Appraisers from list provided by Contractor.
- Appraised Value Offer Period is for a period of 60 Days, but may be increased up to 90 days by the ordering agency.
- Employee may accept the Appraised Value Offer at any time during the Offer Period.
- Employee mortgage counseling for the new home purchase not required.
- Employee has choice of mortgage supplier.
- Mortgage Payoff is not required at time of acquisition; however, the Contractor is required to comply with provisions outlined under Mortgage Servicing.

## Option 3 Managed Guaranteed Buyout with Mortgage Payoff

Includes the following elements:

- Employee is **REQUIRED** to use a Contractor recommended real estate agent in **BOTH** old and new locations (if employee opts to purchase in the destination area within six (6) months of closing on the home in the origin location);
- Home must **NOT** have been listed previously by the Employee with another agent or as a “For Sale by Owner” within the last six (6) months unless the Contractor waives this requirement;
- Appraisals may be delayed for up to 30 days from date of Authorization. Pricing provided in the grid below, however, should assume appraisals are not delayed; discount from the maximum fixed percentage rate, if any, should be specified in the appropriate section below;
- Employee will select Designated Certified Appraiser from list provided by Contractor;
- Employee list price not to exceed 105% of the average of two Broker Market Analyses or the Appraised Value Offer;
- Mandatory Marketing Period will be a minimum of 60 days prior to acceptance of Appraised Value Offer;
- Appraised Value Offer Period is for a period of 60 days, but may be increased up to 90 days by the ordering agency;
- All buyer offers received by Employee must be presented to Contractor with Contractor right to accept buyer offers lower than Appraised Value Offer (in which case, Employee may accept the Contractor’s Appraised Value Offer and the Contractor will acquire the property at the buyer’s lower price);
- Employee mortgage counseling for new home purchase required;
- Employee has choice of mortgage supplier; and
- Mortgage payoff is required.

## Option 4 Managed Guaranteed Buyout without Mortgage Payoff

Includes the following elements:

- Employee is REQUIRED to use a Contractor recommended real estate agent in BOTH old and new locations (if employee opts to purchase in the destination area within six (6) months of closing on the home in the origin location);
- Home must NOT have been listed previously by the Employee with another agent or as a “For Sale by Owner” within the last six (6) months unless the Contractor waives this requirement;
- Appraisals may be delayed for up to 30 days from date of Authorization. Pricing provided in the grid below, however, should assume appraisals are not delayed; discount from the maximum fixed percentage rate, if any, should be specified in the appropriate section below;
- Employee will select Designated Certified Appraiser from list provided by Contractor;
- Employee list price not to exceed 105% of the average of two Broker Market Analyses or the Appraised Value Offer;
- Mandatory Marketing Period will be a minimum of 60 days prior to acceptance of Appraised Value Offer;
- Appraised Value Offer Period is for a period of 60 days, but may be increased up to 90 days by the ordering agency;
- All buyer offers received by Employee must be presented to Contractor with Contractor right to accept buyer offers lower than Appraised Value Offer (in which case, Employee may accept the Contractor’s Appraised Value Offer and the Contractor will acquire the property at the buyer’s lower price);
- Employee mortgage counseling for new home purchase required;
- Employee has choice of mortgage supplier.
- Mortgage Payoff is not required at time of acquisition; however, the Contractor is required to comply with provisions outlined under Mortgage Servicing.

## Fees For SIN 653-1 Home Sale Programs

Homesale Program Type		Up to \$99,999		\$100,000 - \$249,999		\$250,000 - \$499,999		\$500,000 - \$749,999		Over \$750,000	
Option	Home Sale Program Type	Comm Rate (1)	Gov't Rate	Comm Rate (1)	Gov't Rate	Comm Rate (1)	Gov't Rate	Comm Rate (1)	Gov't Rate	Comm Rate (1)	Gov't Rate
Option 1	Full Choice: Mortgage Payoff										
	Appraised Value Sale	N/A	36.50%	N/A	36.50%	N/A	36.50%	N/A	36.50%	N/A	36.50%
	Amended Value Sale	N/A	\$14,000 flat rate	N/A	14.00%	N/A	14%	N/A	14%	N/A	14%
Option 2	Full Choice: No Mortgage Payoff										
	Appraised Value Sale	N/A	36.25%	N/A	36.25%	N/A	36.25%	N/A	36.25%	N/A	36.25%
	Amended Value Sale	N/A	\$14,000 flat rate	N/A	14.00%	N/A	14%	N/A	14%	N/A	14%
Option 3	Managed Buyout: Mortgage Payoff										
	Appraised Value Sale	N/A	35.50%	N/A	35.50%	N/A	35.50%	N/A	35.50%	N/A	35.50%
	Amended Value Sale	N/A	\$14,000 flat rate	N/A	14.00%	N/A	14.00%	N/A	14.00%	N/A	14.00%
Option 4	Managed Buyout: No Mortgage Payoff										
	Appraised Value Sale	N/A	35.25%	N/A	35.25%	N/A	35.25%	N/A	35.25%	N/A	35.25%
	Amended Value Sale	N/A	\$14,000 flat rate	N/A	14.0%	N/A	14.0%	N/A	14.0%	N/A	14.0%

Percent Discount if Excluding Pre-payment Penalties from Base Pricing: 0%

Percent Discount if Excluding Double Deed Recording Fees from Base Pricing: 0%

Discount if Ordering Agency Implements 30-Day Delayed Appraisal as Policy: 0% or \$0 Flat Fee (This will be negotiated with each agency based on housing profile and policy).

SIRVA will require the ordering agency to reimburse SIRVA directly for any prepayment penalties.

### Billing Terms

SIRVA will bill the home sale fee at employee acceptance, with 30-day net terms.

### Destination Service

Service	Fee
Buyer's Assistance	\$0 fee
Rental Assistance	\$395
Mortgage Counseling	\$0 fee
Temporary Living Assistance	\$250

## SIN 653-4 Additional Services

### Property Management Services

Property Management assists employees on temporary or permanent assignment inside or outside of the United States, who prefer to retain rather than sell their homes. This service allows the employee to focus on their new assignment while their departure residence is professionally and reliably managed.

Service	Fee
Management Fee	\$599 per month
Local Broker Pass Through	\$240 with no cap
Rental Commission	12.5% of annual rent

### Expense Management

All relocation accounting services are managed in-house, under SIRVA control, by a dedicated Client Finance organization. SIRVA's relocation accounting services are designed to provide auditable processes and documentation for tracking, controlling and reporting of relocation expenses. Our expense process is flexible to support a process that aligns with each agency's internal procedures.

#### Expense Management and Reporting

\$495

Per homeowner or renter; direct costs billed back to client.

## Pre-Decision Counseling

SIRVA's Pre-Decision Counseling program offers in-depth, personalized consulting to new hire and transfer candidates in order to evaluate potential issues and mitigate risks within each potential relocation. Pre-decision consulting services help the employee assess their current mortgage situation; local market conditions as well as financing abilities. They additionally provide transfer candidates with the opportunity to review the agency's policy benefits and familiarizes them with the destination location.

SIRVA offers four levels of Pre-Decision Consulting services in order to provide flexible options that meet each transfer candidate's needs. These programs include:

Program	Services include	Additional Benefits
Pre-Decision Plus	<p>Consultation.</p> <p>Home sale valuation report using Automated Value Models (AVM) as primary data source.</p>	
Pre-Decision Select	<p>Consultation.</p> <p>Home sale valuation report using one Broker Market Analysis as primary data source and additional support from AVMs</p>	
Pre-Decision Elite	<p>Consultation.</p> <p>Home sale valuation report using one "drive-by" appraisal as primary data and additional support from AVMs</p>	
Pre-Decision Full Interior	<p>Consultation.</p> <p>Home sale valuation report using ERC standard appraisal</p> <p>In certain instances the completed ERC Appraisal may be used as one of the two appraisals should the employee opt to enter one of the Guaranteed Homesale Programs. It would depend on the amount of elapsed time between the pre-decision appraisal and actual initiation into one of the homesale programs.</p>	

Pre-Decision <u>Departure</u> Services	\$195 Plus
Comprehensive and timely real estate market analysis to help you make the right move decision	\$395 Select
	\$595 Elite
	\$795 Full Interior
	(fees are per authorization)

## Entitlement Counseling

SIRVA Relocation will provide professionally developed educational materials and informational support for any employee who inquires about the GSA Schedule 48 relocation programs or agency specific relocation programs under the GSA Schedule 48. Support will be delivered via phone by a Relocation Counselor or Assistant Relocation Counselor assigned to the SIRVA Relocation LLC's Business Unit. The Counselor or Assistant Counselor will advise employees about the entitlements and discretionary benefits available to them, the requirements for relocation assistance, and the services that will be delivered through SIRVA.

<b>Entitlement Counseling per authorization</b>	<b>\$285</b>
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## Cost of Living Analysis

SIRVA can provide Cost of Living Analysis (COLA) as a standard procedure upon authorization if desired. We use subscription databases, including Runzheimer, to garner the most accurate information regarding both full COLA's and narrower cost of living comparisons (e.g., cost of housing). SIRVA's cost of living assessments include various cost elements from both the employee's origin and destination duty station. These comparisons include:

- Operating automobile costs
- Mortgage and / or rental expenses
- Income / payroll taxes
- Common living expenses

Additionally, an overall bottom line cost of living percentage is displayed between the two cities.

<b>Cost of Living Analysis</b>	<b>\$250 per report</b>
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## **SIN 653-5 Agency Customization Services**

### **Buyer Value Option (BVO)**

This is a home sale assistance program without the option of a guaranteed offer to purchase by SIRVA Relocation. This option is offered as one method to assist the government in improving transferee home sale rates and overall employee transfer time by providing employees who otherwise would market their homes on their own with professional homesale guidance and complete program assistance. As part of this process full Home Marketing Assistance, Destination Home Finding and Mortgage Counseling services are provided to the transferring employee. The BVO process will be managed very similarly to the Amend-From-Zero program and will include Home Marketing Assistance, Destination Assistance and Mortgage Counseling. The process differs from the Amend-From-Zero program in the following ways:

- The employee will receive no guaranteed offer to purchase the home.
- No appraisals on the home will be ordered at the time of initiation.

In the event the transferee's outside sale falls through after SIRVA acquires the property from the transferee the home will enter SIRVA's inventory for resale disposition. The transferee has sale fall through protection and the fee to the agency remains the same.

### **BVO Pricing Option 1: Full Choice with Mortgage Payoff**

Includes the following elements:

- Employee has choice of real estate agent in old and new location;
- Employee may have listed home previously via a "For Sale by Owner" or other listing arrangement;
- Employee has the option to work with an approved real estate service provider in the new location selected by the Contractor. If the Employee declines to work with a real estate service provider referred by the Contractor, the Employee may not be eligible for other destination services, indicated below, depending on the terms of the agreement between the ordering agency and Contractor.
- Employee mortgage counseling for new home purchase not required;
- Employee has choice of mortgage supplier; and
- If sale to outside buyer falls through, mortgage payoff will be required.

## **BVO Pricing Option 2: Full Choice without Mortgage Payoff**

Includes the following elements:

- Employee has choice of real estate agent in old and new location;
- Employee may have listed home previously via a “For Sale by Owner” or other listing arrangement;
- Employee has the option to work with an approved real estate service provider in the new location selected by the Contractor. If the Employee declines to work with a real estate service provider referred by the Contractor, the Employee may not be eligible for other destination services, indicated below, depending on the terms of the agreement between the ordering agency and Contractor.
- Employee mortgage counseling for new home purchase not required;
- Employee has choice of mortgage supplier; and
- If sale to outside buyer falls through, mortgage payoff will not be required at time of acquisition, however, the Contractor is required to comply with provisions outlined under Mortgage Servicing.

## **BVO Pricing Option 3: Managed Home Sale with Mortgage Payoff**

Includes the following elements:

- Employee is REQUIRED to use a Contractor recommended real estate agent in both old and new locations;
- Employee list price not to exceed 105% of Broker Market Analysis;
- All buyer offers received by Employee must be presented to Contractor with Contractor right to accept buyer offer lower than BMA Anticipated Sale Price (in which case the employee will accept the Contractor's BMA Anticipated Sales Price and Contractor will acquire the property at the outside buyer's offer price);
- Employee mortgage counseling for new home purchase required;
- Employee has choice of mortgage supplier; and
- If sale to outside buyer falls through, Mortgage Payoff will be required.

## **BVO Pricing Option 4: Managed Home Sale without Mortgage Payoff**

Includes the following elements:

- Employee is REQUIRED to use a Contractor recommended real estate agent in both old and new locations;
- Employee list price not to exceed 105% of Broker Market Analysis;
- All buyer offers received by Employee must be presented to Contractor with Contractor right to accept buyer offer lower than BMA Anticipated Sale Price (in which case the employee will accept the Contractor's BMA Anticipated Sales Price and Contractor will acquire the property at the outside buyer's offer price);
- Employee mortgage counseling for new home purchase required;
- Employee has choice of mortgage supplier; and
- If sale to outside buyer falls through, Mortgage Payoff will not be required at time of acquisition, however, the Contractor shall be required to comply with provisions outlined under Mortgage Servicing.

## Fees For SIN 653-5 Buyer Value Option

BVO Fees		Up to \$99,999		\$100,000 - \$249,999		\$250,000 - \$499,999		\$500,000 - \$749,999		Over \$750,000	
		Comm Rate (1)	Gov't Rate	Comm Rate (1)	Gov't Rate	Comm Rate (1)	Gov't Rate	Comm Rate (1)	Gov't Rate	Comm Rate (1)	Gov't Rate
Option	Home Sale Program Type										
Option 1	Full Choice: Mortgage Payoff Buyer Value Option Sale	N/A	4,500 flat rate	N/A	14.0%	N/A	14.0%	N/A	14.0%	N/A	14.0%
Option 2	Full Choice: No Mortgage Payoff Buyer Value Option Sale	N/A	\$13,500 flat rate	N/A	13.5%	N/A	13.5%	N/A	13.5%	N/A	13.5%
Option 3	Managed Buyout: Mortgage Payoff Buyer Value Option Sale	N/A	\$12,500 flat rate	N/A	12.5%	N/A	12.5%	N/A	12.5%	N/A	12.5%
Option 4	Managed Buyout: No Mortgage Payoff Buyer Value Option Sale	N/A	\$12,250 flat rate	N/A	12.25%	N/A	12.25%	N/A	12.25%	N/A	12.25%

Percent Discount if Excluding Pre-payment Penalties from Base Pricing: 0%

SIRVA will require the ordering agency to reimburse SIRVA directly for any prepayment penalties. Or at the employees option the pre payment penalties can be deducted from the transferee's equity.

Percent Discount if Excluding Double Deed Recording Fees from Base Pricing: 0%

Discount if Ordering Agency Implements 30-Day Delayed Appraisal as Policy: 0% or \$0 Flat Fee / Not applicable with BVO product

### Billing Terms

SIRVA will bill the BVO fee at the time the home sale contract is executed with the employee, with 30-day net terms.

## SIN 653-5 Closing Services Only

Under this option, there is no guaranteed offer or home marketing assistance. SIRVA Relocation will simply close the employee's independently generated sale. Home sale expenses are subject to gross up. Fee will be billed at closing with the outside buyer.

- The Relocation Counselor works with SIRVA's Closing Specialist to facilitate completion of all contracts, title work and closing statement.
- Title clearance. SIRVA assists the local office in obtaining all necessary documents to clear title and ensure an on-time closing
- Detailed settlement statement review prior to the closing. SIRVA ensures compliance with the employee's negotiated contract of sale.
- SIRVA recalculates all proration's (taxes, interest, homeowner's association dues, etc.) for accuracy and insures all terms of the contract of sale are properly documented on the settlement statement. SIRVA will ensure there is sufficient equity in the property based on the contract of sale terms and conditions to close the property transaction. If the employees equity is insufficient to close the property sale the employee must deposit with SIRVA funds sufficient to close the property sale transaction.
- After SIRVA approves the settlement statement for closing; SIRVA will ensure the timely receipt of proceeds from the sale to the employee.
- Follow up and management of the local closing office
- SIRVA represents the employee at the closing table and pays all normal and reimbursable settlement fees allowed under the FTR. Any non-allowable expenses are deducted from the employee's equity any additional funds needed for the close of the sale transaction are provided to SIRVA by the employee prior to the closing.
- Consultant reviews the final equity amount and verifies the bank information.
- Equity funded to the employee no later than 5 business days after closing
- Once complete and the property is closed, SIRVA invoices the BFS the fixed fee for closing services.

### Closing Service Only Fees

**Fixed Fee of 9.95% billed upon property closing.**

Percent Discount if Excluding Pre-payment Penalties from Base Pricing: 0%

SIRVA will require the ordering agency to reimburse SIRVA directly for any prepayment penalties. Or at the employees option the pre payment penalties can be deducted from the transferee's equity.

Percent Discount if Excluding Double Deed Recording Fees from Base Pricing: 0%

Billing Terms - 30-day net

## SIN 653-5 Special Handling Properties Pricing

Homesale Program Type		Up to \$99,999	\$100,000 - \$249,999	\$250,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option	Home Sale Program Type	Gov't Rate	Gov't Rate	Gov't Rate	Gov't Rate	Gov't Rate
Option 1	Managed Buyout: Mortgage Payoff Amended Value Sale	15.0%	15.0%	15.0%	15.0%	15.0%
	Appraised Value Sale/Special Handling	39.5% plus \$1,250/mo	39.5% plus \$1,250/mo	39.5% plus \$1,250/mo	39.5% plus \$1,250/mo	39.5% plus \$1,250/mo
	Minimum Fee	\$18,500 plus \$1,250/mo				
Option 2	Managed Buyout: No Mortgage Payoff Amended Value Sale	15%	15%	15%	15%	15%
	Appraised Value Sale/Special Handling	39% +\$1,250/mo	39% +\$1,250/mo	39% +\$1,250/mo	39% +\$1,250/mo	39% +\$1,250/mo
	Minimum Fee	\$18,000 + \$1,250/mo.	N/A	N/A	N/A	N/A

Percent Discount if Excluding Pre-payment Penalties from Base Pricing:

0%

Percent Discount if Excluding Double Deed Recording Fees from Base Pricing: 0%

Discount if Ordering Agency Implements 30-Day Delayed Appraisal as Policy: 0% or \$0 Flat Fee (This will be negotiated with each agency based on housing profile and policy).

SIRVA will require the ordering agency to reimburse SIRVA directly for any prepayment penalties.

### Billing Terms

SIRVA will bill the home sale fee at employee acceptance, with 30-day net terms.

### Special Properties

#### The Following will also be considered Special Handling Properties

- Properties with pending class action law suits regarding construction material or mechanical defects
- Homes with acreage in excess of 5 acres, but less than 10, that is customary for the area
- Homes with acreage in excess of 5 acres that is not customary for the area
  - The Contractor shall determine the amount of land that reasonably relates to the residence site, based on the nature of the property in question and the prevailing conditions in the market for such property in the area
- Homes with a shared well or septic system
- Homes with EIFS regardless of inspection or testing results

- Note: This material has a high rate of failure and potential for post-close liability. The stigma associated with this application significantly impacts marketability
- Homes in an area deemed to be a Federal Disaster Area
- Multi-family dwelling (no more than 2 dwellings)
- Multiple adjoining or subdivided lots
- Homes with repair requirements in excess of 5% of property values as determined by the Broker Market Analysis unless employee completes the repairs.
- Homes with unique attributes or features that are unusual for the local market
- Modular Homes
  - Properties where some pieces of the home are constructed in an offsite factor but the home is assembled in the permanent location
  - A home built in sections or “modules” in a factory, delivered and ASSEMBLED on a permanent destination site ACCORDING TO STATE, REGIONAL, OR LOCAL BUILDING CODES, as are regular site-built “stick-built” homes. They cannot be placed in a “Manufactured Home Community” or land zoned for “manufactured homes”.
  - Once assembled, they are indistinguishable from site-built homes. The roofs are usually transported as separate units, eradicating the telltale roof line of factory built homes. There is no legal distinction between the two. Both are taxed the same, have zoning parity with site-built homes and are regulated by the same state regulatory program
  - The process of financing and selecting comparable sales for appraisals is generally the same as that for that of “stick-built” or site-built housing - From a lenders perspective they are viewed the same
- Properties with wetland restrictions that impede the ingress/egress or utility of the property, or impact the marketability or ability of the property to obtain financing
- Homes with a an appraised value in excess of 1,000,000 USD but less than 2,000,000 USD
- EIFS identified to be newer “hybrid” via a basic ID test
- Homes trying to obtain a short sale through lender where the involvement of a relocation company is acceptable to the lender – standard practice in a short sale agreement is that the mortgages must be paid off.
- Homes in resort areas, areas of vacation homes, or areas with secondary homes if deemed the primary residence of the transferring employee
- In addition to this list, SIRVA reserves the right to add to this list as conditions present themselves

**Conditions or Substance considered being Toxic or Hazardous as required by GSA SOW Section 4.2**

A toxic or hazardous substance is any element, compound, chemical, mixture, substance, pollutant, carcinogen or solution, whether airborne, liquid or solid and whether natural or man-made that has the potential to, or has been known or suspected to cause, any imminent, latent or future defect, injury, mental or physical damage to any structure, material or living organism.

Substances that independently may not be considered toxic or hazardous such as natural gas, natural gas liquids, synthetic gases used for fuel ("gases"), or any mixtures of such gases shall be deemed toxic or hazardous in the event of leak, spillage, contamination or percolation into the property or surrounds, soil, or water, where such contamination has the potential to, or has been known or suspected to cause, any imminent, latent or future defect, injury, mental or physical damage to any structure, material or living organism.

Even though the material is deemed toxic by definition and where the home will technically be ineligible, Contractor reserves the right to remediate

Example, but not limited to, of Conditions or Substance deemed Toxic or Hazardous:

- UFFI
- Radon Gas
- Friable Asbestos Insulation
- Lead Paint
- Toxic Mold
- Homes near underground storage tanks or toxic waste sites
- Homes in or near a designated EPA superfund site
- Chinese Drywall
- Toxic Plywood

In addition to this list, contractor reserves the right to add to this list as conditions present themselves or further substances are considered toxic and/or hazardous by any local, state or federal regulatory body.

Discounts are not offered at this time as fees are subject to many areas that are specific to each potential ordering agency. Under the GSA Schedule 48, there is no way for SIRVA to determine or anticipate the specific factors that may allow for further discounted pricing. These include: which agencies will order from this contract, what specific volume will be the locations of the transferring employee's home, where they are moving to, the value of the transferee's homes or the specific agency policy that affects programs costs. However additional discounts may be offered to a specific agency under a negotiated Blanket Purchase Agreement.

**In addition to the Properties identified in the GSA Statement of Work, the following will be considered to be ineligible for the home sale program or BVO programs.**

- Homes unable to deliver clear and marketable title
- Manufactured Homes
- Manufactured Homes: Shall mean properties constructed in an offsite factory and moved to permanent location. A dwelling unit built on a permanent steel chassis entirely in a factory, delivered and attached to either a semi- permanent or permanent foundation at the destination site “Manufactured homes” are factory-built units designed to meet or exceed the HUD Development Code of June 15, 1976 (i.e., a singlewide or doublewide unit built after 6/15/76). Will have a HUD Data Plate and HUD certification Label (tag). Can be placed only on land zoned for Manufactured Housing and in some cases, agricultural. CANNOT be placed on land zoned Single Family Residential
- From the lenders perspective, always a manufactured home regardless of foundation, additions, alterations or modifications to the property including but not limited to changes to the taxing and title
- These homes have a tendency to depreciate in value, and encounter problems with re-financing or financing in a resale situation in part because of problems associated with the appraisals.
- Add to the definition of Homes that cannot be financed by neither national nor local lenders as defined in the GSA SOW the following:
  - Homes that do not meet conventional or “Fannie Mae” underwriting guidelines. “Fannie Mae” underwriting guidelines have become the standard by which most, if not all lenders use to underwrite loans.
- Homes that have been determined through a professional inspection to have defects that have not been addressed or remediated as outlined in Section 4.4 of this Statement of Work.
- Homes with a an appraised value equal to or greater than \$2,000,000 USD
- Farms or income producing properties other than multi-dwellings (no more than 2 dwellings)
- Properties zoned other than residential
- Homes containing Chinese Drywall

## SIN 653-7 Move Management Services

SIRVA will manage the packing, shipment, storage in transit if needed and delivery of your employee's household goods. This program involves detailed counseling that will determine the employee's needs and explain the process. The SIRVA counselor will coordinate with the van lines to schedule a survey to be completed by the van line to determine the employee's packing, storage, POV shipment and other special needs. The SIRVA counselor will monitor the entire process and maintained communication and a coordination role with the employee and carrier until the shipment is complete.

In addition all carrier invoices are audited for compliance with the FTR's and agency guidelines as well as for accuracy, applicable tariffs, distance and rates.

### Move Management Services

<b>TDRS/CHAMP TEAMING</b>	<b>Unit of issue</b>	<b>Charge (Fee)</b>
Move Management Fee	Per employee move	\$0

<b>Tariff GSA01</b>		
Under this scenario ordering activities may utilize Tariff GSA01 outside of the CHAMP program with an agreement directly between the ordering activity and the schedule vendor		
	<b>Unit of issue</b>	<b>Charge Method / Price</b>
Move Management Fee	Per employee move	\$0
Domestic HHG Line Haul / Accessorial Rate	Per shipment	54% off (discount)
Domestic HHG Storage-In-Transit	Per shipment	42% off (discount)
Other	Identify	10% off (discount)

<b>Commercial Tariff</b>		
Under this scenario ordering activities may utilize carriers Commercial Tariff under the schedule vendor's commercial carrier agreements		
	<b>Unit of issue</b>	<b>Charge Method / Price</b>
Move Management Fee	Per employee move	\$0
Domestic HHG Line Haul / Accessorial Rate	Per shipment	54% off (discount)
Domestic HHG Storage-In-Transit	Per shipment	42% off (discount)
Other	Identify	10% off (discount)

<b>International Shipments</b>		
Under this scenario ordering activities may utilize carriers Commercial Tariff under the schedule vendor's commercial carrier agreements		
	<b>Unit of issue</b>	<b>Charge Method / Price</b>
List price per CWT	Identify	\$305 ncwt
Other	Identify	\$