BGRS

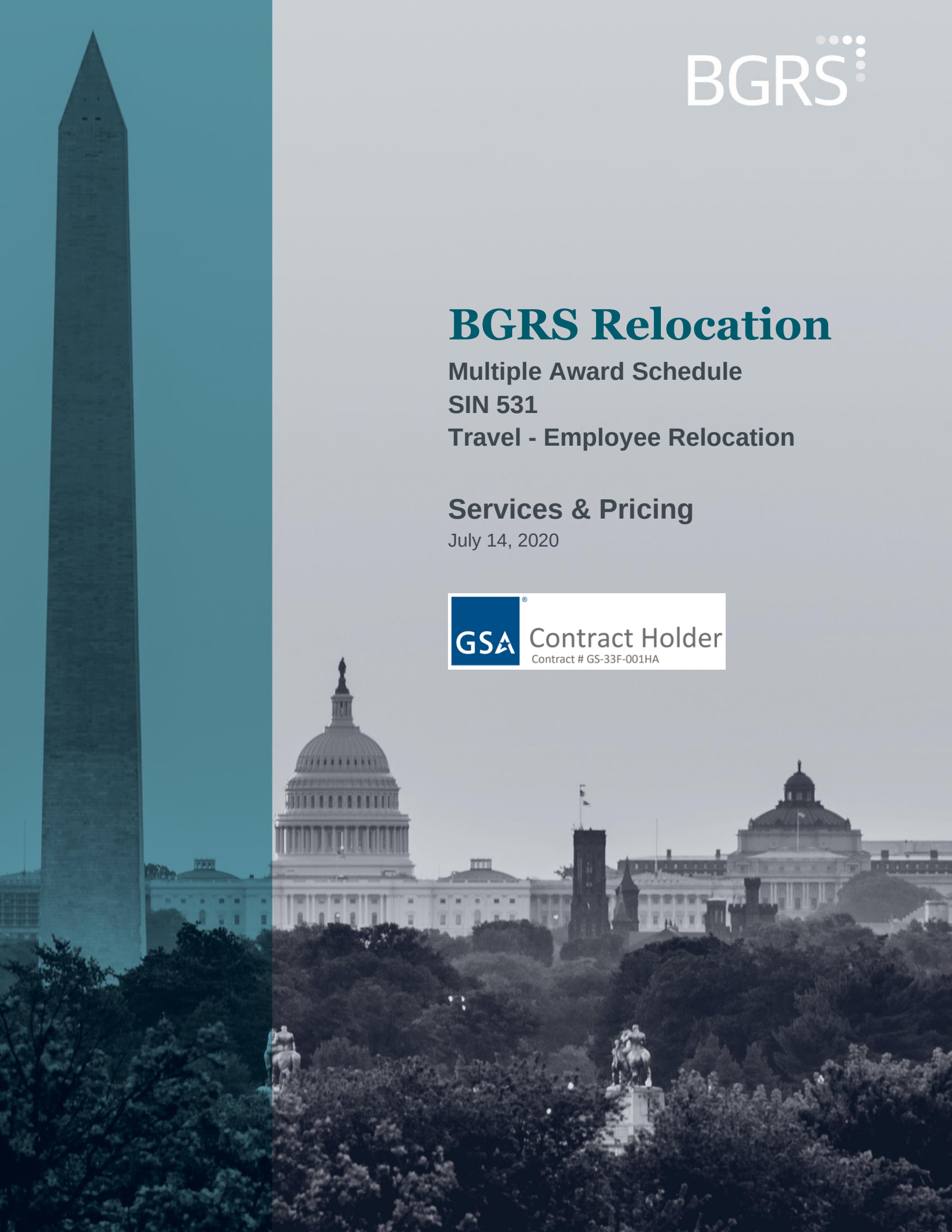
BGRS Relocation

Multiple Award Schedule
SIN 531
Travel - Employee Relocation

Services & Pricing

July 14, 2020

GSA Contract Holder
Contract # GS-33F-001HA



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INTRODUCTION

ABOUT BGRS

BGRS is a leading global relocation services company and we are pleased to offer our worldwide employee relocation services through the GSA Multiple Award Schedule, SIN 531. We have 14 offices on 6 continents with more than 1500 employees dedicated to exceptional customer and client satisfaction.

BGRS offers a comprehensive suite of customized services designed to facilitate the entire mobility lifecycle and meet the evolving needs of today's highly mobile workforce.

FOR TRANSFERRING FAMILIES

BGRS provides real estate sales and purchases, home marketing assistance, destination services (mortgage assistance, rental home finding, spouse/partner career assistance), group move services and property management. We also provide move management and transportation of employee's personal property and household goods.

FOR AGENCIES

BGRS provides entitlement counseling, expense management including voucher review and payment and W-2 processing. We function as an extension to agency relocation management personnel using tailored, technology-enabled solutions to meet our client's specific mobility and talent management needs.

Our 50-year history includes serving:

- 30 percent of fortune 100 companies annually
- 85 percent of all Federal Agencies since 1984
- 100 percent of the Canadian Government for over 20 years

UNSURPASSED GOVERNMENT KNOWLEDGE & EXPERIENCE

Over thirty years ago, BGRS was one of the first contractors to be awarded a GSA Schedule contract for Relocation Services. In our three decades of service to our Government clients, we have supported more than 30 agencies and 120,000 federal families -- relocating many more than once. Our strength lies in our commitment to, and understanding of, the issues that influence our federal customers. We take great pride in the services we provide, our understanding of our client's missions, and empathy for the many families we move. BGRS' approach to supporting Federal moves is designed to deliver excellent customer service, outstanding client support, progressive security management, organizational and contract compliance and aggressive cost containment. We have earned a reputation of being reliable, consistent and results-oriented. Our approach provides:

- Maximum cost containment and lower budgets for agencies and families saving clients and families significant money on each move
- Support of client's talent-management goals and strategy. Additional support for hard-to-fill locations and positions.
- Implementation of leading-edge technology to manage, track and report spending
- Achievement of an agency's desired strategic results through decades of partnerships solving agency mobility problems
- Maximized workforce management and contract compliance from specially trained employees and suppliers focused exclusively on government regulations and policies
- Real-time end-to-end data availability, reporting and analysis from secure, user-friendly platforms and mobile devices
- Rigorous and robust supply chain management, using a combination of in-house resources and a broad mix of 1,900 global suppliers
- Fully objective, independent selection and management of local supply chain resources:
    - An objective, transparent management solution — acting solely in our clients' best interests
    - Full audit of all supplier invoices for accuracy and to avoid hidden charges
    - Flexibility to incorporate client-directed suppliers with no conflict of interest
    - Scalable, integrated supply chain across categories
    - Real-time supplier performance statistics — by geography, category, or individual supplier

PROVIDING EXPERT CUSTOMER AND CLIENT SATISFACTION THROUGH INVESTING IN OUR EMPLOYEES

BGRS could not deliver the phenomenal results that we do without the unwavering dedication of our employees. Due to the unique nature of Federal employee transfers, we use specialized candidate selection criteria and administer BGRS-unique technical and security training for those that we select to join our team. Our experienced team includes former Federal employees, military members, real estate agents, teachers, household goods providers in addition to many other trained specialists – all of which provides our clients with a balanced and knowledgeable BGRS team dedicated to providing exceptional customer and client satisfaction.

Agency comments from the Centralized Performance Assessment Reporting System (CPARS):

- *“Contractor is excellent in their ability to select and retain individuals who service the [Agency] account.”*

- *“The management team creates tools to help counselor role and marketing specialist role, [it] has proven successful. This allows the counselors to have better control of the marketing, while providing one primary point of contact for [Agency] customers.”*

- *“Issues are resolved via a constructive partnership and sharing of ideas between [Agency] and the contractor”*

- *“BGRS's management of our relocation contract is so efficient that it frees me up to pay attention to other staff projects like process improvement and policy benchmarking. BGRS's account management staff is superb. They are attentive to detail and always keep me apprised of any potential issues.”*

- *“The COR have had customers stop her in the hallway to tell her what a great relocation process the [Agency] has because of BGRS.”*

- *“[BGRS] Not only solved technical issues but often anticipated issues before they became problematic”*

- *“BGRS has offered exceptional services to the [Agency]. They are consistently at a high- quality level with customer service and assistance.”*

KEEPING YOUR DATA SAFE THROUGH LEADING TECHNOLOGY SOLUTIONS

BGRS takes data security very seriously and follows best-in-class security processes to ensure total protection of your data. We continually evolve our security measures to incorporate protection against new security risks and to take advantage of new technologies such as Microsoft Government Azure cloud services.

BGRS technology solutions offer an enhanced suite of online mobility management tools for all our clients and their mobile employees. This well-rounded approach to managing mobility programs is built upon the solid foundation of our integrated global platform. Our platform has far greater scale and configuration options than any other licensed mobility technology.

Mobility Managers Benefit From

- Increased workflow management
- Seamless system integration and reporting capabilities

- Full transparency and control over program performance, cost and compliance

Relocating Employees Benefit From

- A consumer-like, on-demand delivery model
- Tools for a real-time secure relocation experience
- Electronic expense management
- Relocation planners for self-service mobile populations

This catalog describes the BGRS relocation services available through MAS Schedule, and provides the necessary details concerning pricing and the ordering process.

General information on BGRS can be found on our website: www.bgrs.com

SERVICES

RELOCATION SERVICES SUMMARY FOR GSA Multiple Award Schedule, SIN 531 EMPLOYEE RELOCATION SERVICES

Real Estate Sale and Purchase

Visit the Travel Hallway on the Acquisition Gateway for government wide relocation solutions, including specific statement of works, program information, tools and best practices, Look for **Employee Relocation** in the drop menu on the Travel Hallway page. If you already have an OMB Max account, you can access the Travel Hallway (https://hallways.cap.gsa.gov/app/#/gateway/travel) after logging on. If not, you can register an account with OMB Max (https://portal.max.gov/portal/main/displayRegistrationForm). BGRS is a Travel Hallway participating contractor.

BGRS' real estate services include a comprehensive support package for families in both the departure and destination locations. We offer a full array of choices for selling a home under the four allowable pricing and policy options.

Homesale Services

- Appraised and Amended value program
- Buyer Value Option (BVO)
- Special Handling transactions

Property Management

In addition, for transferring families who do not wish to sell their homes, BGRS offers property management services including:

- Leasing and tenant finding/qualification process
- Property and tenant inspection audits
- Maintenance and repair management
- Financial management and reporting

These services are provided through local leasing firms that meet BGRS prequalification, training and security requirements.

Comprehensive Move Support

Homesale and property management are core services within BGRS' relocation package. Included in these services at no additional cost to the Agency are:

- **Marketing assistance** to maximize the potential sale and value of the transferee's home
- **Home finding assistance** support in the new location for buyers and renters, including scheduling and ensuring efficient and productive home finding trips
- **Temporary housing** assistance worldwide with multiple options from traditional hotels/motels to Airbnb's to room sharing. All within allowable per diems.

- **Mortgage finding** assistance through local and national sources
- **Technology** enabled service support tools for full services or self-directed moving experiences.
- **Training** administrative personnel on the GSA Schedule program in agency relocation, finance, and procurement features BGRS business processes, technology tools and reporting capabilities.

Move Management Services

BGRS is an approved move manager for more than 60,000 household goods shipments globally for our clients. We manage all types of moves: international, in-country, OTO, offshore international and short notice shipments of personal property and privately owned vehicles. We employ experienced and government-trained transportation specialists to counsel and manage the logistics life-cycle of each move:

- Transportation service provider selection
- Weight estimate
- Pack and load
- Temporary or long term storage
- Delivery and unpack
- Transportation service provider payment
- Management of the 3080 customer satisfaction survey distribution and response
- Claims, if necessary, are provided through an independent insurance provider managed by the BGRS transportation specialist and assigned BGRS Consultant.

BGRS is an independent logistics manager and does not own or operate a van line. Our on time delivery, customer satisfaction, claims management and technology tools provide an enhanced move experience for our transferring customers.

Other Additional Relocation Services

Entitlement Counseling

- Provides an experienced Relocation Consultant as a single point of accountability for accurate and timely benefit counseling and guidance to minimize out-of-pocket expenses for transferring families.

Expense Management

- In conjunction with, or independent of entitlement counseling, agencies may contract for expense management services that include preparation and management of travel authorizations, voucher preparation assistance, voucher review and payment, W-2 production, tax reporting and deposits.

Destination Rental Assistance

- In addition to our destination services for buyers, BGRS offers two programs to support families who elect to rent long or short term in the new location. Our two options include a self-guided tool kit with support by an assigned Relocation Consultant or a full service support program.

Closing Assistance

- Closing assistance provides an opportunity for agencies to instruct BGRS to manage the closing process for an employee's home in the departure location only when the employee cannot be present, or when the employee is otherwise ineligible for the home sale option. Expenses are reimbursed to employees in accordance with the FTR and agency-specific policy.

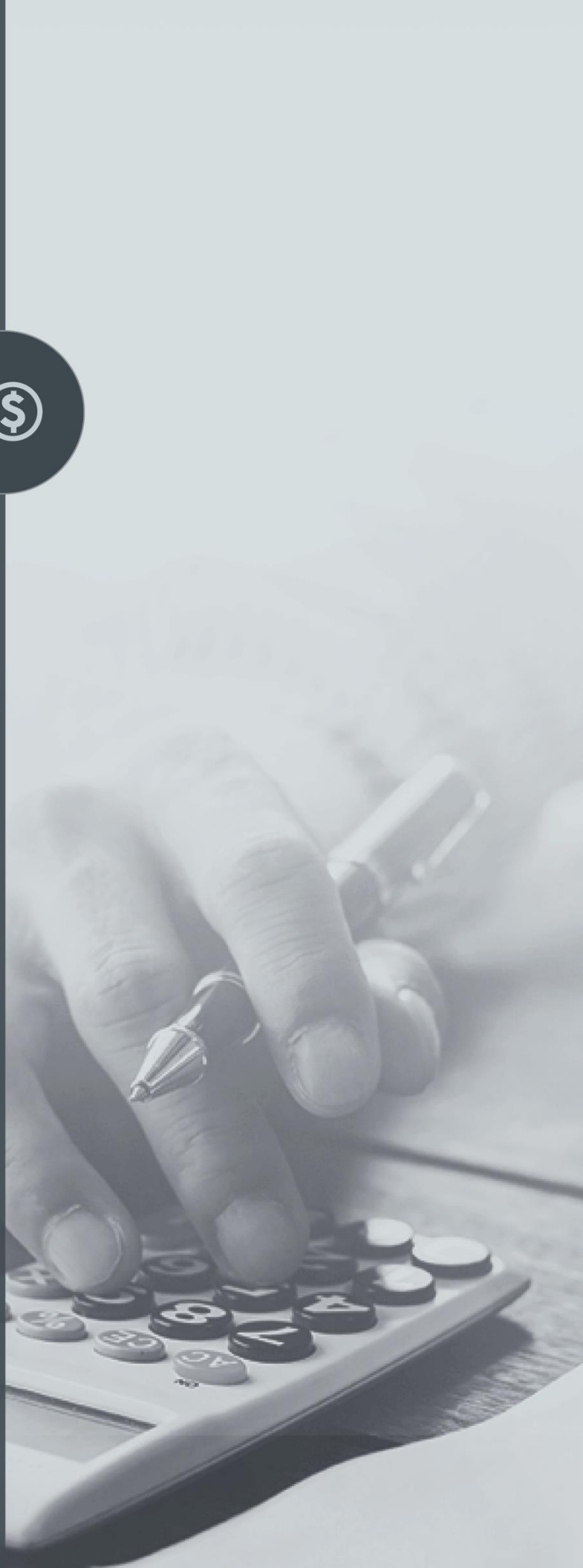
Assigned Sale

- The assigned sale option is an additional homesale option for agencies when an employee is ineligible for other homesale options or chooses to accept an offer for the departure area home that may not conform to traditional home sale options.

Agency Benefits

- Accurate and timely relocation administration and management
- Preparation of pre-move estimates for obligation purposes
- Accurate and timely move counseling through an assigned single point of coordination BGRS entitlement/allowance Consultant
- Evolving technology enabled reporting and trending tools
- Compliant and accountable administration of the FTR/JTR, agency regulations and Federal, local and State laws related to each service we provide
- Consolidated, accurate and comprehensive expense and activity reporting

PRICING



Homesale Service Options

		All Property Values (*no minimum or maximum*)					
		Guaranteed Home Sale		Buyer Value Option (BVO)		Special Handling	
Guaranteed Buyout Pricing Options		Appraised	Amended	BVO - Rebill	BVO-No Rebill	Amended	Appraised
1	**Full Choice** with Mortgage Payoff	28.50%	12.50%	12.00%	16.75%	33.00%	16.75%
2	**Full Choice** with Delayed Mortgage Payoff	28.00%	12.50%	12.00%	16.75%	33.00%	16.75%
3	**Managed** with Mortgage Payoff	28.00%	11.75%	11.25%	16.00%		
4	**Managed** with Delayed Mortgage Payoff	27.50%	11.75%	11.25%	16.00%		

* Our additional services of marketing assistance, destination area homefinding for purchase and rental, mortgage assistance at local and national levels, and area orientation services through settling-in are packaged in all the Homesale Service Options.

Property Management

Property Management	Fee(s)
Monthly Fee Per Property	$595.00
Broker Finders Fee (local broker fee for finding each new tenant)	Local market rate, NTE 12% of the annual lease amount

MOVE MANAGEMENT SERVICES

Move Management (CONUS, OCONUS, Possessions & Territories)	Fee Per Move
Domestic Move Fee	$550.00
International Move Fee	$550.00

Other Additional Services

Managed Service Options	Fee Per Employee
Entitlement Counseling	$289.00
Expense Management Year 1 Year 2 +	 $493.00 $275.00
Rental Homefinding Self-Managed Comprehensive	 No Fee $309.00 (+real estate agent direct costs)
Closing Assistance (% of property value)	10.00%
Assigned Sale (% of property value)	12.00%

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
FSC Group: V301, V111, V112
SIN 531

Contract Number: GS-33F-001HA

For more information on ordering from Federal Supply Schedules click on FSS Schedules at fss.gsa.gov

Contract Period: October 1, 2017 − September 30, 2022

Company: BGRS Relocation Inc.

16260 N. 71st Street, Suite 200, Scottsdale, Arizona 85254
Tel: (202) 688-6100 | FAX: (866) 551-7505 | www.bgrs.com

Contract Administrator: Amber Tucker, SCRP, SGMS
Tel: (480) 778-6370 | Cell: (202) 374-6341 | email: amber.tucker@bgrs.com

Business Size: **Large**

Customer Information:

1a. **SIN(s) 531**

1b. See **Attachment 1** for pricing of Tasks

1c. **Not Applicable**

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

3. Minimum order: **$100**

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

5. Point(s) of production (city, county, and state, or foreign country):
Scottsdale, AZ & Washington, DC

6. Discount from list prices or statement of net prices:
Prices are net prices and discounts are inclusive

7. Quantity discounts: **Call BGRS Relocation Inc.**

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

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 to this contract**

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 BGRS Contract Administrator to obtain expedited support.**

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

13a. Ordering address(es): ***Mail / Overnight Courier:*** **BGRS Relocation Inc. – Government Team, 16260 N. 71st Street, 2nd Floor, Scottsdale, AZ 85254 |** ***Phone*****: (877) 237-5068 |** ***eMail*****: Govt.Initiations@bgrs.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).

14. Payment address(es):

Bank Remittance: (Overnight Delivery)	*(payable to)* Stone Financing, LLC Bank of America Lockbox Services Lockbox #846071 1950 N. Stemmons Freeway, Suite 5010 Dallas, TX 75207-3199
Regular Mail:	*(payable to)* Stone Financing, LLC P. O. Box 846071 Dallas, TX 75284-6071

15. Warranty provision: **Not Applicable**

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

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro purchase level): **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 for any 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. The EIT Standards can be found at http://www.section508.gov/. (e.g. Contractor's website or other location.): **Information is Available. For details, please contact our Contract Administrator.**

25. Data Universal Number System (DUNS) number: **14-7218-333**

26. Notification regarding registration in Central Contract Registration (CCR) database: **BGRS Relocation Inc is active in SAM.gov. Certificate available upon request. Current registration active until 2/18/2021**

Contractor Signature:

Amber Tucker, SCRP, SGMS
Date: July 14, 2020