

The RELO logo consists of the word "RELO" in white, bold, sans-serif capital letters, centered within an orange arrow-shaped graphic pointing to the right.

RELO

Direct[®]

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 available online at gsaadvantage.gov.

Schedule Title

Multiple Award Schedule -Employee Relocation Solutions -SIN 531

Contract Number

GS-33F-0045Y

FSC Group

MAS V301; V111 & V112.

Contract Period

August 7, 2012 - August 6, 2027

COMPANY

RELO Direct®, Inc.
161 North Clark
Suite 1200
Chicago, IL 60601
Telephone: (800) 621-RELO (7356)
Fax: (312) 384-5407
www.reلودirect.com

CONTRACT ADMINISTRATOR

Patricia Tooman, CRP, GMS
Senior Vice President, Government Services
1407 Hillside Drive
Bel Air, MD 21015
Phone: (410) 849-4357
Fax: (410) 849-4358
Email: ptooman@reلودirect.com

CUSTOMER INFORMATION

- | | |
|--|---------------------------------------|
| 1a. Awarded SIN(s) | SIN 531 |
| 1b. Identification of the lowest priced program | See Attachment 1 for pricing of Tasks |
| 1c. Hourly rate | Not applicable |
| 2. Maximum order | \$1,000,000.00 |
| 3. Minimum order | \$100.00 |
| 4. Geographic coverage (delivery area) | Worldwide coverage |
| 5. Point(s) of production (city, county, and state, or foreign country) | Chicago, IL |
| 6. Discount from list prices or statement of net prices | Not applicable |

7. Quantity discounts	Contact RELO Direct®
8. Prompt payment terms	None - Net 30
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	Not applicable
11c. Overnight and 2-day delivery	Not applicable
11d. Urgent requirements	See contract clause I-FSS-14-B. Agencies can contact the contact for Contract Administration to obtain faster delivery.
12. F.O.B. point(s)	Destination
13a. Ordering address(es)	Patricia Tooman, CRP, GMS Senior Vice President, Government Services 1407 Hillside Drive Bel Air, MD 21015 Office: (410) 849-4357 Fax: (410) 849-4358 Email: ptooman@relodirect.com Evan Miller, CRP, GMS Director, Sales 161 N. Clark Street, Suite 1200 Chicago, IL 60601 Office: (312) 361-8618 Fax: (312) 896-8726 Email: emiller@relodirect.com
13b. Ordering procedures	For supplies and services, the ordering procedures, information on blanket purchase agreements (BPAs), and a sample BPA can be found at the GSA/FSS schedule homepage: https://www.gsa.gov

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|--|---|
| 14. Payment address(es) | RELO Direct®, Inc.
Attn: Client Accounting
161 North Clark, Suite 1200
Chicago, IL 60601 |
| | Wire transfers: Please call for wire instructions |
| 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 |
| 20a. Terms and conditions of repair parts | Not applicable |
| 20b. 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 can be found. The EIT Standards can be found at http://www.section508.gov/. (e.g., Contractor's website or other location.) | Not applicable |

ATTACHMENT 1 – AWARDED CONTRACT PRICE LIST

Employee Relocation Services - Home Sale Services Appraised Value and Amended Value

Acquisition Price Range				
	Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option One: Full Choice Guaranteed Buyout with Mortgage Payoff				
Appraised Value Sale	32.25% (\$23,000.00 min)	31.90%	31.90%	31.90%
Amended Value Sale	13.33% (\$18,000.00 min)	13.50%	13.50%	13.50%
Option Two: Full Choice Guaranteed Buyout with Delayed Mortgage Payoff				
Appraised Value Sale	32.15% (\$23,000.00 min)	31.15%	31.15%	31.15%
Amended Value Sale	13.33% (\$18,000.00 min)	13.45%	13.45%	13.45%
Option Three: Managed Guaranteed Buyout with Mortgage Payoff				
Appraised Value Sale	31.00% (\$23,000.00 min)	30.99%	30.99%	30.99%
Amended Value Sale	13.25% (\$18,000.00 min)	13.45%	13.45%	13.45%
Option Four: Managed Guaranteed Buyout with Delayed Mortgage Payoff				
Appraised Value Sale	30.00% (\$23,000.00 min)	29.99%	29.99%	29.99%
Amended Value Sale	12.99% (\$18,000.00 min)	12.99%	12.99%	12.99%

- Discount if ordering Agency implements 30-day delayed appraisals as policy: 0.00% or \$0.00 flat fee
- Proposed Base Prices shall be inclusive of the Industrial Funding Fee (IFF) for all options
- Should an Amended Value Sale fall through, the pricing will revert to Appraised Value pricing for Option 1, 2, 3, and 4

PRICING OPTION 1 *Full Choice Guaranteed Buyout with Mortgage Payoff*

Shall mean that the following elements are in place:

- Employee has choice of real estate agent in both old and new locations.
- Employee may have listed home previously via a "For Sale by Owner" or other listing arrangement.

- Appraisals are performed upon Authorization.
- Employee will select from a list of Contractor approved Designated Certified Appraisers provided by Contractor, or present for consideration an "off-list" appraiser(s) that is qualified using Contractors same qualification standards, to perform a relocation appraisal. Contractor shall have up to 10 work days to approve or disapprove the employee's requested appraiser(s). If a requested appraiser is not allowed, the contractor must notify the client with an explanation.
- 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 Appraised Value Offer at any time during offer period.
- Mortgage payoff and title transfer to Contractor is required within 31 calendar days of acquiring a property via an Appraised Value transaction. For Amended Value and Amend from Zero transactions, Contractor is required to pay off the mortgage and transfer title within 60 calendar days of acquiring the property or upon the closing with the outside buyer, whichever is sooner. Should the Amended Value Sale or Amend from Zero Sale fall through before the 60 calendar days, the Relocation Contractor shall immediately pay off the mortgage loan(s) and take title.
- 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.

PRICING OPTION 2 *Full Choice Guaranteed Buyout with Delayed Mortgage Payoff*

Shall mean that the following elements are in place:

- 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 are performed upon Authorization.
- Employee will select from a list of Contractor approved Designated Certified Appraisers provided by Contractor, or present for consideration an "off-list" appraiser that is qualified using Contractors same qualification standards, to perform a relocation appraisal. Contractor shall have up to 10 work days to approve or disapprove the employee's requested appraiser(s). If a requested appraiser is not allowed, the contractor must notify the client with an explanation.
- Appraised Value Offer Period is for a period of 60 calendar days, but may be increased up to 90 days by the ordering agency.
- Employee may accept Appraised Value Offer at any time during Offer Period.
- 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.
- Mortgage payoff is not required at time of acquisition; however, the Contractor is required to take title within a maximum of 150 calendar days from acquiring the property (unless another time frame is agreed upon by task order or BPA); and comply with provisions outlined under Mortgage

Servicing. For Amended Value and Amend from Zero transactions, Contractor is required to transfer title within a maximum of 150 calendar days of acquiring the property (unless another time frame is agreed upon by task order or BPA); or upon the closing with the outside buyer, whichever is sooner.

PRICING OPTION 3 *Managed Guaranteed Buyout with Mortgage Payoff*

Shall mean the following elements are in place:

- Employee is REQUIRED to use 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 above, 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 from a list of Contractor approved Designated Certified Appraisers provided by Contractor, or present for consideration an "off-list" appraiser that is qualified using Contractor's same qualification standards, to perform a relocation appraisal. Contractor shall have up to 10 work days to approve or disapprove the employee's requested appraiser(s). If a requested appraiser is not allowed, the contractor must notify the client with an explanation.
- The employee list price must be capped at 105.00% of the average of two Broker Market Analysis's most likely sales price until employee receives the Appraised Value offer. Within two days of receiving the Appraised Value offer, the list price must be capped at 105.00% of the Appraised Value offer. The only exception is for employees requesting a reevaluation of appraisal(s). Once the reevaluation request is received back from appraiser(s), the list price must be capped at the Appraised Value offer.
- Mandatory Marketing Period will be a minimum of 60 calendar days prior to acceptance of Appraised Value Offer.
- Appraised Value Offer Period is for a period of 60 calendar 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's 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 may charge the ordering agency fees at the contracted Amended Value rates as agreed upon in the BPA or task order).
- Employee mortgage counseling for new home purchase required.
- Employee has choice of mortgage supplier.
- Mortgage payoff and title transfer to Contractor is required within 31 calendar days of acquiring a property via an Appraised Value transaction. For Amended Value and Amend from Zero transactions, Contractor is required to pay-off the mortgage and transfer title within 60 calendar days of acquiring the property or upon the closing with the outside buyer, whichever is sooner. Should the Amended Value Sale or Amend from Zero Sale fall through before the 60 calendar days, the Contractor shall immediately pay off the mortgage loan(s) and take title.

PRICING OPTION 4 *Managed Guaranteed Buyout with Delayed Mortgage Payoff*

Shall mean that the following elements are in place:

- Employee is REQUIRED to use 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 above, 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 from a list of Contractor approved Designated Certified Appraisers provided by Contractor, or present for consideration an "off-list" appraiser that is qualified using Contractor's same qualification standards, to perform a relocation appraisal. Contractor shall have up to 10 work days to approve or disapprove the employee's requested appraiser(s). If a requested appraiser is not allowed, the contractor must notify the client with an explanation.
- The employee list price must be capped at 105.00% of the average of two Broker Market Analysis's most likely sales price, until they receive the Appraised Value offer. Within two days of receiving the Appraised Value offer, the list price must be capped at 105.00% of the Appraised Value offer. The only exception is for employees requesting a reevaluation of appraisal(s). Once the reevaluation request is received back from appraiser(s), the list price must be capped at the Appraised Value offer.
- Mandatory Marketing Period will be a minimum of 60 calendar days prior to acceptance of Appraised Value Offer.
- Appraised Value Offer Period is for a period of 60 calendar 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 may charge the ordering agency fees at the contracted Amended Value rates as agreed upon in the BPA or task order).
- 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 take title within a maximum of 150 calendar days from acquiring the property (unless another time frame is agreed upon by task order or BPA); and comply with provisions outlined under Mortgage Servicing. For Amended Value and Amend from Zero sale transactions, Contractor is required to transfer title within a maximum of 150 calendar days of acquiring the property (unless another time frame is agreed upon by task order or BPA); or upon the closing with the outside buyer, whichever is sooner.

Destination Services

Destination Area Services are offered as part of the Relocation Services Package, and include the following services. These services may be utilized individually or in any combination:

- Renter Assistance
 - Provides transferring employees with area information and an overview of available rental housing at the new duty area.
- Buyer Assistance
 - Home buying assistance including information regarding the destination area. RELO Direct® offers customized relocation counseling; area information; broker/agent selection; area touring; coordination of house-hunting itineraries; and mortgage counseling.
- Spousal Counseling (non-job related)
 - Customized relocation counseling; comprehensive move process and destination area information for spouses of transferring employees.
- Mortgage Counseling
 - Information on nationally available loan programs; verbal application process; home affordability analysis and loan pre-qualification for home purchase. Direct billing to the client agency of home closing costs which are reimbursable is available.
 - *No Fee -in conjunction with Homesale Services

Employee Relocation Services - Additional Services

Additional Services	Unit of Issue	Price	Service Performance
Cost of Living Analysis	Per report	\$75.00 plus the direct cost of the report from the data provider	RELO Direct®, Inc. provides the client agency's transferring employees a thorough Cost of Living Analysis.

Additional Services	Unit of Issue	Price	Service Performance
Enhanced Rental Assistance	Per employee	\$395.00	<p>The Enhanced Rental Assistance RELO Direct®, Inc. provides includes, but is not limited to the following:</p> <ul style="list-style-type: none"> ▪ A detailed needs assessment to understand the needs and desires of the relocating employee and to set proper expectations of the destination market. ▪ Review of available listings for specific properties in the appropriate areas. ▪ Area information for review. ▪ Referral to a rental specialist to see communities and neighborhoods that meet the requirements identified in the needs assessment. ▪ Continuous communication with the employee from the initial consultation through the end of the rental process.
Expense Management	Per employee	\$475.00 for Homeowner \$300.00 for Renter	RELO Direct®, Inc. provides expense tracking services including employee counseling, expense reimbursement, auditing, tax calculations, reporting and employee year-end tax information in compliance with the client agency's guidelines and the FTR.
Entitlement Counseling	Per employee	\$300.00	RELO Direct®, Inc. counsels and assesses the transferring employee's individual relocation needs. There is comprehensive review of the FTR guidelines and relocation entitlements, and the client agency policy and procedures. All program services are coordinated for the transferring employee and follow up and settling in assistance is provided to each transferring employee.
Closing Assistance	Per closing	\$500.00	RELO Direct®, Inc. offers Closing Only services to those transferring employees who have successfully generated a home sale and are requiring assistance to close the sale of the property.
Customized Management Reports	Per report	No charge	RELO Direct®, Inc. provides automated, customized management reports to the client agency. There is no cost to the government for this service.

Additional Services	Unit of Issue	Price	Service Performance
Agency Specific Program Materials	Per job	No fee. Design and production charged at cost.	RELO Direct®, Inc. supports the customization of agency specific program materials.
Training and Travel	Per job	\$300.00 per RELO Direct® employee per day. Travel and per diem per FTR.	When training is requested by the agency, RELO Direct®, Inc. reserves the ability to request that the client agency pay for the actual travel costs in accordance with FTR guidelines. This is for RELO Direct®, Inc. personnel who travel in support of training services.
Property Management	Per employee	Leasing Fee for Tenant Procurement Services - New Tenant: 12.00% of gross rent due for initial lease term Property Management Service Fee: Flat fee of \$575.00 per month, includes all property management administration costs	RELO Direct®, Inc. provides Property Management Services for the employee's residence at the old duty station upon request from the client agency in accordance with the FTR, Chapter 302-15, Allowance For Property Management Services. The services shall include, but are not limited to: <ul style="list-style-type: none"> ▪ The Contractor recommending a fair market rental value of property. ▪ The Contractor coordinating a marketing strategy utilizing available methods of advertising, including MLS (multiple listing service) where applicable. ▪ The Contractor assisting in securing and screening tenants. ▪ The Contractor administering and collecting rental income and deposits; and administering payment of mortgage, utilities, and established carrying costs. The Contractor shall be responsible for all late charges resulting from Contractor administration of the property. ▪ The Contractor administering the operational expenses and maintaining the residence by managing the repairs and maintenance. ▪ The Contractor reconciling the account with employee quarterly. Negative balances are the employee's responsibility. ▪ The Contractor inspecting the property quarterly and providing copies of the

Additional Services	Unit of Issue	Price	Service Performance
Data Communications Capabilities		No charge	RELO Direct®, Inc. provides capabilities for electronic transmission of relocation service authorizations, on-line access to our database and electronic message transmission. There is no cost to the government for this service.
Correspondence		No charge	RELO Direct®, Inc. provides the client agency, upon request, copies of all correspondence and documentation regarding the relocation of any of the agency's employee who obtained services under this contract. Any such copies will be provided to the government at no cost.

Proposed Base Prices shall be inclusive of the Industrial Funding Fee (IFF) for all services under SIN 531.

**Employee Relocation Services - Agency Customization Services:
Buyer Value Option - Standard BVO**

Acquisition Price Range			
Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option One: Full Choice with Mortgage Payoff			
13.25% (\$6,000.00 min)	13.25%	13.25%	13.25%
Option Two: Full Choice with Delayed Mortgage Payoff			
12.75% (\$6,000.00 min)	12.75%	12.75%	12.75%
Option Three: Managed Home Sale with Mortgage Payoff			
12.50% (\$6,000.00 min)	12.50%	12.50%	12.50%
Option Four: Managed Home Sale with Delayed Mortgage Payoff			
12.30% (\$6,000.00 min)	12.30%	12.30%	12.30%

- Discount if ordering Agency implements 30-day delayed appraisals as policy: 0.00% or \$0.00 flat fee
- Proposed Base Prices shall be inclusive of the Industrial Funding Fee (IFF) for all options

PRICING OPTION 1 *Full Choice with Mortgage Payoff*

Shall mean that the following elements are in place:

- 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.
- Mortgage payoff and transfer of title is required for Buyer Value Option transactions upon closing of BVO sale or within 60 calendar days of acquiring the property, whichever is sooner. If sale to the outside buyer falls through, mortgage payoff is required within 31 calendar days of acquisition into inventory.
- If the Buyer Value Option does not result in a completed sale at no fault to the Contractor, the transaction may revert to an Appraised Value Sale fee for purposes of payment. The Contractor shall document the circumstances that resulted in the fall-through to the Agency representative within 3 work days supported by pertinent documentation, such as the lender's denial letter. If the Contractor has not acquired the property from the employee at the time the sale falls through, the employee shall continue to market the home for the remainder of the marketing period.
- If the home is ultimately sold on terms and conditions different from the original offer, the transaction service fee may be charged as:
 - Appraised Value transaction fee; or
 - Upon approval by the agency and negotiated between agency and Contractor, the Buyer Value Option transaction fee plus the costs to complete the sale to that outside buyer (e.g., buyer concessions or price reductions), not to exceed the Appraised Value transaction fee.

PRICING OPTION 2 *Full Choice with Delayed Mortgage Payoff*

Shall mean that the following elements are in place:

- 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.
- If the sale to the 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, including transferring title within 150 calendar days of acquiring, unless another timeframe is agreed to by task order or BPA.
- If the Buyer Value Option does not result in a completed sale at no fault to the Contractor, the transaction may revert to an Appraised Value Sale fee for purposes of payment. The Contractor

shall document the circumstances that resulted in the fall-through to the Agency representative within 3 work days supported by pertinent documentation, such as the lender's denial letter. If the Contractor has not acquired the property from the employee at the time the sale falls through, the employee shall continue to market the home for the remainder of the marketing period.

- If the home is ultimately sold on terms and conditions different from the original offer, the transaction service fee may be charged as:
 - Appraised Value transaction fee; or
 - Upon approval by the agency and negotiated between agency and Contractor, the Buyer Value transaction fee plus the costs to complete the sale to that outside buyer (e.g., buyer concessions or price reductions), not to exceed the Appraised Value transaction fee.

PRICING OPTION 3 *Managed Home Sale with Mortgage Payoff*

Shall mean the following elements are in place:

- Employee is REQUIRED to use Contractor recommended real estate agent in both old and new locations.
- Employee list price not to exceed 105.00% of Broker Market Analysis's most likely sale price.
- Employee mortgage counseling for new home purchase required.
- Employee has choice of mortgage supplier.
- Mortgage payoff and transfer of title is required for Buyer Value Option transactions upon closing of BVO sale or within 60 calendar days of acquiring the property, whichever is sooner. If sale to the outside buyer falls through, mortgage payoff is required within 31 calendar days of acquisition into inventory.
- If the Buyer Value Option does not result in a completed sale at no fault to the Contractor, the transaction may revert to an Appraised Value Sale fee for purposes of payment. The Contractor shall document the circumstances that resulted in the fall-through to the Agency representative within 3 work days supported by pertinent documentation, such as the lender's denial letter. If the Contractor has not acquired the property (ratified the employee's executed offer package) from the employee at the time the sale falls through, the employee may continue to market the home for the remainder of the marketing period.
- If the home is ultimately sold on terms and conditions different from the original offer, the transaction service fee may be charged as:
 - Appraised Value transaction fee; or
 - Upon approval by the agency and negotiated between agency and Contractor, the Buyer Value Option transaction fee plus the costs to complete the sale to that outside buyer (e.g., buyer concessions or price reductions), not to exceed the Appraised Value transaction fee.

PRICING OPTION 4 *Managed Home Sale with Delayed Mortgage Payoff*

Shall mean that the following elements are in place:

- Employee is REQUIRED to use Contractor recommended real estate agent in both old and new locations.
- Employee list price not to exceed 105.00% of Broker Market Analysis's most likely sales price.
- Employee mortgage counseling for new home purchase required.
- Employee has choice of mortgage supplier.
- 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, including transferring title within 150 calendar days of acquiring, unless another timeframe is agreed to by task order or BPA.

- If the Buyer Value Option does not result in a completed sale at no fault to the Contractor, the transaction may revert to an Appraised Value Sale fee for purposes of payment. The contractor shall document the circumstances that resulted in the fall-through to the agency representative within 3 work days supported by pertinent documentation, such as the lender’s denial letter. If the Contractor has not acquired the property (ratified the employee’s executed offer package) from the employee at the time the sale falls through, the employee may continue to market the home for the remainder of the marketing period.
- If the home is ultimately sold on terms and conditions different from the original offer, the transaction service fee may be charged as:
 - Appraised Value transaction fee; or
 - Upon approval by the agency and negotiated between agency and Contractor, the Buyer Value Option transaction fee plus the costs to complete the sale to that outside buyer (e.g., buyer concessions or price reductions), not to exceed the Appraised Value transaction fee.

**Employee Relocation Services - Agency Customization Services:
Buyer Value Option Sale Fall-through - No Rebill**

Acquisition Price Range			
Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$7499,999	Over \$750,000
Option One: Full Choice with Mortgage Payoff			
16.00% (\$15,000.00 min)	15.75%	15.75%	15.75%
Option Two: Full Choice with Delayed Mortgage Payoff			
15.90% (\$15,000.00 min)	15.65%	15.65%	15.65%
Option Three: Managed Home Sale with Mortgage Payoff			
15.20% (\$15,000.00 min)	15.10%	15.10%	15.10%
Option Four: Managed Home Sale with Delayed Mortgage Payoff			
15.10% (\$15,000.00 min)	14.99%	14.99%	14.99%

- Discount if ordering Agency implements 30-day delayed appraisals as policy: 0.00% or \$0.00 flat fee
- Proposed Base Prices shall be inclusive of the Industrial Funding Fee (IFF) for all options

PRICING OPTION 1 *Full Choice with Mortgage Payoff*

Shall mean that the following elements are in place:

- 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.
- Mortgage payoff and transfer of title is required for Buyer Value Option transactions upon closing of BVO sale or within 60 calendar days of acquiring the property, whichever is sooner. If sale to the outside buyer falls through, mortgage payoff is required within 31 calendar days of acquisition into inventory.

PRICING OPTION 2 *Full Choice without Mortgage Payoff*

Shall mean that the following elements are in place:

- 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.
- If the sale to the 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, including transferring title within 150 calendar days of acquiring, unless another timeframe is agreed to by task order or BPA.

PRICING OPTION 3 *Managed Home Sale with Mortgage Payoff*

Shall mean the following elements are in place:

- Employee is REQUIRED to use Contractor recommended real estate agent in both old and new locations.
- Employee list price not to exceed 105.00% of Broker Market Analysis's most likely sale price.
- Employee mortgage counseling for new home purchase required.
- Employee has choice of mortgage supplier.
- Mortgage payoff and transfer of title is required for Buyer Value Option transactions upon closing of BVO sale or within 60 calendar days of acquiring the property, whichever is sooner. If sale to the outside buyer falls through, mortgage payoff is required within 31 calendar days of acquisition into inventory.

PRICING OPTION 4 *Managed Home Sale without Mortgage Payoff*

Shall mean that the following elements are in place:

- Employee is REQUIRED to use Contractor recommended real estate agent in both old and new locations.
- Employee list price not to exceed 105.00% of Broker Market Analysis’s most likely sales price.
- Employee mortgage counseling for new home purchase required.
- Employee has choice of mortgage supplier.
- 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, including transferring title within 150 calendar days of acquiring, unless another timeframe is agreed to by task order or BPA.

Employee Relocation Services - Agency Customization Services Special Handling

Acquisition Price Range				
	Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option One: Managed Program Guaranteed Buyout with Mortgage Payoff				
Appraised Value Sale	41.05% (\$25,800.00 min)	41.05%	41.05%	41.05%
Amended Value Sale	13.33% (\$18,000.00 min)	13.50%	13.50%	13.50%
Option Two: Managed Program Guaranteed Buyout without Mortgage Payoff				
Appraised Value Sale	38.65% (\$25,800.00 min)	38.65%	38.65%	38.65%
Amended Value Sale	13.33% (\$18,000.00 min)	13.50%	13.50%	13.50%

Proposed Base Prices shall be inclusive of the Industrial Funding Fee (IFF)
Homes that do not qualify for Home Sale Services may be referred to RELO Direct®, Inc. for Special Handling. Special Handling properties may include:

- Homes with Appraised Values in excess of \$1,000,000.00.
- Homes in remote areas (greater than 10 miles from the nearest incorporated town) or homes not accessible by automobile throughout the year or that require use of boats, airplanes or specially equipped automobiles to access the property. Because there may be a scarcity of qualified relocation appraisers, an agency and Contractor may agree on an appraisal variance of up to 10.00% for remote or rural areas. This direction must be expressed in the BPA or at the Task Order level.
- Homes with lot sizes that are uncommon for the area (e.g., lots in excess 5 acres in a metropolitan area), income producing properties, and other situations where the employee is authorized relocation allowances on a pro rata basis (duplex or other multi-family residential dwellings).
- Homes with repair requirements in excess of 5.00% of the property value as determined by the Broker’s Market Analysis (BMA) ordered by Contractor.

- Homes where the owner is in foreclosure.
- Homes with unique attributes or features highly unusual for the market, e.g. earth sheltered homes, homes with alternative energy systems, modular homes, geodesic homes, etc. Many modular homes are typical for a given area and designating as Special Handling should be left to agency and contractor discretion.

Employee Relocation Services - Move Management

International		
	Unit of Issue	Fee
International Move Management	Per employee	\$625.00
TDRS/CHAMP Teaming		
Move Management	Per employee	\$625.00

Proposed Base Prices shall be inclusive of the Industrial Funding Fee (IFF)