

**Memorandum of Understanding (MOU)
Guidelines for CHAMP Move Management Services (MMS)**

- **Scope of Service** – identifying services to be performed by the MMS Provider
 - Effective dates & termination clause
 - Compliance with the GSA Household Goods Tender of Service and Request for Offers
- **Service Initiation** – upon first contact with the MMS Provider (either by phone, fax or via TMSS) providing detailed information to begin the moving process
 - Conducting pre-move survey and requirements tied to this service such as conducting telephonic surveys
- **Move Management Services** –
 - Authorizing additional services
 - Outlining charges paid for by the employee
 - Employee counseling including but not limited to:
 - Initial contact with the employee
 - Secondary contact with the employee
 - weight allowance
 - disassembly/reassembly of property
 - valuation (basic & employee increase in)
 - appliance servicing
 - employee responsibilities
 - accessorial services
 - move dates
 - professional books, papers, & equipment
 - third party services.
 - Storage in Transit (SIT) information
 - number of days authorized
 - name & address of SIT destination
 - contact information to call when ready for delivery out of storage
 - extensions of SIT
- **Services Requiring Authorization from the Federal Agency**
 - SIT at origin
 - Waiting time in lieu of SIT
 - Crating Services over \$XXX
- **Special Services Requested & Paid for by the Employee**
 - Extra stops (at origin and/or destination), as well as any shuttles, stairs, long carries, etc. associated with the extra stop
 - Disassembling or reassembling of refrigerator ice maker, swing sets, outdoor playground equipment, television and radio antenna, satellite dishes, storage sheds, above ground swimming pools, and other similar items

- Disconnecting/reconnecting of gas and/or electric washers & dryers, drainage of waterbeds, and draining of washer hoses
- Waiting time not previously authorized by federal agency
- Disassembling/reassembling or servicing/unservicing of items that require special handling such as grandfather clocks, hi-fi stereos, and or other electronic equipment, phonograph sets, gas dryers, wall units/room dividers, electric pipe organs, hot tubs, pool tables, etc.
- Labor to re-hang pictures/mirrors, etc.
- Access to storage facilities
- Removing drapes, blinds, and other articles attached to walls
- Special services required of a carrier
- Climate controlled storage facility
- Any crating beyond industry standards
- Extra charges due to failure of the relocating employee to meet the carrier/agent at a prearranged time
- Charges for additional days of storage in transit
- Bulky articles not authorized by federal agency
- **Carrier Selection Criteria**
 - Using only Transportation Service Providers participating in CHAMP
 - Specific agent requests
 - Shipment distribution transportation service providers
- **Exceeding 18,000 Lb. Weight Limitation**
- **Service Auditing**
- **Additional Specifications**
 - Reweigh procedures
 - Exceeding weight limitation
 - TSP points of contact & 24-hour availability
 - Communication expectations between federal agency and TSP
- **GSA Form 3080 processing**
 - Move Manager responsibilities
 - Telephonic
 - Electronic
 - Submission requirements to GSA
- **Claims Preparation, Filing and Settlement**
- **Invoice Auditing**
 - Pre-payment audit processes
- **Management Reports**
 - Submission of reports requested by federal agency
 - Performance review between TSP and federal agency
- **Agency and TSP Contact Information**
 - Signatures from both parties