

VA HOUSEHOLD GOODS AND OFFICE MOVE SERVICES
MEMORANDUM OF UNDERSTANDING

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FOR THE PERFORMANCE OF
MOVE MANAGEMENT SERVICES

FOR:
HOUSEHOLD GOODS SHIPMENTS,
FACILITY ON-SITE OFFICE MOVES,
FACILITY OFF-SITE OFFICE RELOCATIONS,
NEW OFFICE INSTALLATIONS, AND
OFFICE DE-INSTALLATIONS

Between

THE U. S. DEPARTMENT OF VETERANS AFFAIRS,
OFFICE OF ACQUISITION AND MATERIEL MANAGEMENT (049M)
Washington, DC

AND

ARMSTRONG RELOCATION COMPANY, INC./
RELOCATION MANAGEMENT WORLDWIDE, Inc.
Memphis, TN

Effective Date: 05/26/2004

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General

The U. S. Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC, herein identified as the VA, and Armstrong Relocation Company, Inc., Memphis, TN, 38119, dba Relocation Management Worldwide, Inc. (RMW). These parties herein agree Relocation Management Worldwide, Inc. will provide move management services according to the specifications and requirements as set forth in the GSA Household Goods Tender of Service, the GSA Statement of Work for Move Management Services for household goods and office moves/relocations on GSA's FSS Contract Schedule 653-7, and this agreement. Relocation Management Worldwide, Inc. shall be referred to as RMW in the remainder of this document.

Scope

This MOU applies to all regular VA centralized program household goods moves and transferee "Do-It-Yourself" or "DITY" moves authorized for the benefit of the Government and funded by VA activities. Regular centralized program moves are performed using the virtual VA Commercial Bill of Lading (VCBL) method of shipment as Government shipments and as defined under the actual expense method in the Federal Travel Regulation. The discounts offered through this agreement cause every regular centralized program move to be less costly than a comparable move performed under the undiscounted applicable commercial tariff (commuted rate). Even so, a cost comparison shall be prepared by RMW showing the program costs and the commuted rate costs.

Household Goods Moves: All services related to the packing, loading, transportation, storage and delivery of household goods are included. All move management services, including receiving service requests, conducting transferee entitlement counseling, creating a cost comparison of program rates with the commuted rates schedule, making carrier selections, preparing bills of lading, preparing shipment invoices, conducting carrier performance evaluations and auditing carrier services, preparing claims documentation, assigning selected shipments to storage-in-transit (SIT) or non-temporary storage, preparing and submitting service requests to carriers, maintaining the RMW web application with the most current programming and shipment information, and preparing and submitting management reports to VA and participating carriers. The carrier shown on household goods bills of lading will be either Armstrong Relocation (ARMT) or United Van Lines (UVLN). Where these carriers do not have a GSA-approved scope of operations, a one-time-only (OTO) rate quote will be used. For CONUS shipments, the bottom line discount for out-of-scope moves shall be 54 percent for transportation and 40 percent for storage, unless lower rates are available.

Office Moves/Relocations: All services related to VA office moves/relocations are included in this MOU. These services include transporting, receiving, assembly, disassembly of office furniture and office systems furniture, providing cost estimates and comparisons and projections, providing a web-based real-time user interface to manage office inventories, reporting, and requesting and accepting carrier bids on behalf of VA. VA users must follow normal contracting procedures and policies when committing to an office move/relocation. All other uses of the web-based application shall be at no cost

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to VA. Bills of lading will be issued to ARMT\RMW as the carrier even when another carrier performs the work. A VA contracting officer shall select the carrier to perform the work under this agreement. See Section 12 for specifics to arrange for the use of the RMW Office Move Cost Estimator.

Definitions

Extended Storage: Approved Government-paid storage, for up to three years, while the transferee is posted to a foreign destination or to a remote domestic area with limited practical access. Storage shall occur as near to the origin point as possible provided suitable storage space is available. In no instance shall extended storage be maintained in a foreign destination or Puerto Rico or other OCONUS destination when the shipment's origin is in CONUS.

GBL: U.S. Government Bill Of Lading (SF 1103). This is a hard copy paper bill of lading. The GBL is used for OCONUS and international shipments of HHG, personally owned vehicles (POV) and professional books, materials and equipment (PBM&E), and unaccompanied air baggage (UAB). Use of the GBL incorporates the Government's terms and conditions from 41 CFR 102-117.90 and 41 CFR 102-118.115 and this agreement to the shipment.

HHG Program Manager: Chief, Transportation & Relocation Services Division (0492T)

HHGFR: Austin Finance Service Center Permanent Change of Station Household Goods Field Representative. This representative has the authority to initiate a HHG move in all of its parts and to obligate VA to expend funds to support a course of action necessary to continue the progress of a household goods shipment to its completion. The HHGFR is the primary resource person for initiating a move management service request under this agreement. Access to the contractor's web-based HHG registration and reporting application is granted through the Transportation and Relocation Services Division (0492T) of the Office of Acquisition and Materiel Management. An e-mail with the counselor's name, phone number and fax number from the HHG program manager will qualify a HHGFR for access to or removal from the RMW web site access list.

Read-Only access to the RMW web site shall be maintained for personnel from all VA facilities for their continued ability to review the progress of their employee's moves and to initiate any of the various system reports. An e-mail with the facility representative's name, phone number and fax number from the HHG program manager will qualify a facility representative for access to or removal from the RMW web site access list.

Move Management Services: All services necessary for coordinating the packing; loading; movement; storage; unpacking; placement; assembly; disassembly; counseling; advising; estimating; performing cost comparisons, cost projections and site surveys; data collection and retention; reporting; billing the government; receiving government payments; and disbursing payments to sub-contractors, and other related services for transferee household goods shipments and office moves/relocations of

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government property. Household goods carriers perform all of these services using a bill of lading as the contract establishing the terms, conditions, and pricing.

Office Move/Relocation: The packing, loading, transporting, temporary storage, delivery, receipt, installation, removal, set-up, assembly, or disassembly of Government owned office equipment, furniture, systems furniture, and/or other materials, within a facility or between buildings of a facility or between facilities, or some other location.

Peak Season: For VA shipments, the peak HHG moving season shall start May 1st and end September 30th. The remainder of the year is the “off-season” having fewer monthly moves.

Self-authorization: Whenever an accessorial service is required and a VA authorization cannot be granted in a timely manner, RMW may initiate the necessary service to maintain the progress of a move that would be otherwise delayed. A written authorization must follow before payment.

Self-Pack and Load: Carriers in the VA program shall contain a move in its entirety within their own transport systems or networks of drivers and equipment and facilities to the maximum extent possible. Transferring a shipment to another agent or carrier is prohibited when the originating carrier has equipment, facilities, and personnel to handle the move in its entirety.

Short Notice Move: Any requested move that has 5 working days or less from the day of RMW's notification to the required pickup date is a short notice move. RMW shall not be penalized for a failure to meet the requested pickup schedule. Phone pre-move surveys are allowed.

Storage-in-transit: The necessary warehousing of HHG pending delivery to the permanent residence not to exceed 180 days. Storage generally occurs at destination but may occur at origin upon presentation of a satisfactory justification from VA or RMW. The transferee's failure to schedule a delivery prior to the 181st storage day will initiate storage charges to the transferee.

VCBL: VA Commercial Bill of Lading. This is a “virtual” HHG bill of lading that uses a VA-unique numbering system approved by GSA. The VCBL is for domestic use for the shipment of HHG, personally owned vehicles (POV), and professional books, materials and equipment (PBM&E). Use of the VCBL number as a reference on a bill of lading incorporates the Government's terms and conditions from 41 CFR 102-117.90 and 41 CFR 102-118.115 and this agreement.

1. Initiation of Service and Authorizations – Household Goods

a. HHGFR will notify RMW of transferee moves by entering the request on the RMW web site. HHGFR may temporarily also use telephone, fax, or other electronically agreed upon method. A legible copy of the Travel Authority must follow but the minimum information necessary for RMW to initiate a move is:

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- i. Transferee's name
- ii. Transferee's phone numbers at work and home

b. The HHGFR will provide RMW with a telephone number to contact the transferee for counseling purposes. RMW will attempt to contact the transferee within 24 hours after receiving the initial request for move management services. If RMW is unsuccessful in contacting the transferee within 48 hours, RMW will advise the HHGFR and ask for assistance.

RMW self-authorizations for accessorial services are intended to maintain the progress of a move that would be otherwise delayed. RMW may self-authorize accessorial services listed the Government Rate Tender (GRT) STB HHG 415 for amounts up to \$1000 for other than crating and shuttle service when it is necessary to maintain the momentum of the move. If necessary additional services exceed this limit, RMW must contact the HHGFR to obtain written authorization (fax, e-mail) before such services may be ordered. All RMW self-authorized services shall be subject to review by the HHGFR. When the charges for accessorial services, other than crating and shuttle service, exceed the \$1000 self-approval threshold, prior approval from the HHGFR must be received. Crating and shuttle service may each incur up to \$1000 in charges independently of other accessorial services before a HHGFR's prior approval will be required. All charges must be supported with approved HHGFR authorizations prior to payment. When time permits, prior authorizations are required before the performance of accessorial services.

c. In the event RMW fails to obtain the written approval/ authorization for additional accessorial services, RMW will be personally and financially liable to the carrier for those charges.

e. RMW will contact the transferee and provide information, guidance and/or instructions regarding all aspects of their move including, when requested, alternatives for a "Do-It-Yourself" or "DITY" move. These Federal Travel Regulation topics include but are not limited to the following list. See Attachment A.

- i. Entitlements under the Federal Travel Regulation and VA policy;
- ii. On-site pre-move survey responsibilities;
- iii. Released shipment valuation and excess shipment valuation;
- iv. Disassembly and reassembly of household furniture;
- v. Shipment and storage services that are paid by the Government;
- vi. Authorized storage-in-transit (SIT) and extra pick-ups and drop-offs;
- vii. Name and address of the SIT warehouse and SIT delivery out procedures;
- viii. Appliance servicing;
- ix. Professional Books, Materials (Papers) & Equipment (PBM&E) requirements;
- x. PBO packaging and contents inspections and repacking;
- xi. Do-it-yourself move instructions with reference to SIT, allowable costs and liability issues;
- xii. Movement of personally owned vehicles (POV) and alternative methods of transporting them;

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xiii Claims filing procedures and general assistance and guidance.

f. RMW will instruct all VA transferees that additional pickups or drop-offs occurring within a direct route from the origin to destination are normally allowable, however, additional charges are payable by the employee. The HHGFR and the transferee must review the costs for an out-of-route exception. The HHGFR will advise RMW of the transferee's decision to request the additional stop or not. Charges for additional pickups or drop-offs must be shown on the bill of lading with any other charges payable by the transferee.

g. The HHGFR may request on-site service inspections at either the shipment origin or destination point for an additional charge of \$100 per inspection. Optional origin or destination inspection services must be requested in writing and by calling (866) 238-0298 in time to allow scheduling.

h. Single factor rates will not be used for computing rates or charges for VA shipments.

2. Carrier Selection Criteria – Household Goods

a. The VA HHG Program Manager may provide a list of program carriers/ independent agents to RMW that will be used on an equitable, rotating basis, determined by the carrier's performance and its GSA-approved service area. On a zero to 100 point scale, the highest rated carriers shall be selected when the carrier ratings differ by 0.30 or more. The HHGFR and the employee and new appointee also reserve the right to select a program carrier for the move and must advise RMW of their selection.

b. Carriers/agents that perform self-packing, self-loading, self-hauling, self-storage and self-delivery will receive preference over carriers not offering these self-contained services.

c. When intrastate moves and peak season urgent moves are requested, RMW may use VA's special rate tenders filed with GSA if VA program carriers are not available. Upon occasion, RMW may preferentially select a carrier from the GSA Centralized Household Goods Program list of approved carriers and seek carriers/agents that self-contain all aspects of a move.

d. The VA HHG Program Manager and RMW have established the following criteria to monitor a carrier's performance.

- i. Professionalism and courtesy of carrier personnel;
- ii. Accuracy of the pre-move survey;
- iii. Containment of the pack, load, delivery and storage by the participating carrier;
- iv. Overall quality of carrier service and responsiveness to requests;
- v. Processing, handling, and settlement of claims and other problems;
- vi. Review of the SF-3080 evaluations.
- vii. Administrative excellence of move coordination, documentation, and billing.

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3. Preparation and Distribution of VCBLs and GBLs for Shipments of Domestic POV, International POV, HHG Shipments, Unaccompanied Air Baggage, and Office Moves

a. Domestic household goods shipments and POV shipments use the VA virtual VCBL program. When the virtual VCBL is used no hard copy VCBL or electronic VCBL version will be available. The use of the VCBL number on bills of lading incorporates the terms and conditions of a Government shipment by reference and as specified in 41 CFR 102-117.90 and 41 CFR 102-118.115.

b. The VCBL numbers for use by RMW will start at VAH-0,025,001 and will end with VAH-0,050,000. When the number count falls below 100 a new list of VCBL numbers will be provided. Office moves/relocations shall use VCBLs from VAO-0,000,001.

c. RMW will maintain accountability of records and physical security of the GBLs and VCBL numbers supplied and manage their distribution to comply with the terms of the GSA Household Goods Tender of Service and this agreement. All bills of lading must be accounted for.

d. RMW may issue a separate U.S. Government Bill of Lading (GBL) for each international shipment of household goods, unaccompanied air baggage (UAB), Professional Books, Materials and Equipment (PBM&E) and personally owned vehicles (POV).

e. VA HHG Program Manager will provide RMW with an initial supply of 200 GBLs. A file copy SF1103-a shall be returned to the HHG program office quarterly as GBLs are issued.

f. RMW will prepare GBLs prior to shipment pickup and forward the GBL to the carrier in a timely manner.

g. VA HHG Program Manager will provide RMW with GBL preparation instructions and a sample GBL that will identify all pertinent GBL data elements and information. Attachment B.

h. RMW will request a GBL re-supply when the GBL inventory falls below 20.

i. RMW will provide the HHGFR with a copy of each GBL and/or GBL Correction Notice (SF 1200) within 3 days after being sent to the carrier.

4. Valuation Charges – Household Goods

a. RMW is authorized to order valuation of \$6.50 per pound times the shipment weight up to \$117,000, whichever is less, on domestic, international, and OCONUS

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shipments of household goods at no cost to the VA or to the transferee. The bill of lading or GBL will reflect full value replacement. Carrier invoices shall not list

standard shipment valuation charges. Shipment valuations in excess of \$6.50 per pound times the shipment weight or \$117,000, whichever is less, shall be charged to the transferee at \$0.85 per \$100 during transit and \$0.18 per \$100 while in storage.

b. Excess shipment valuations requested by a transferee must be in writing from the transferee. RMW will inform the transferee that they will be financially responsible for the cost of excess valuation and advise the HHGFR of the excess valuation request. Any excess valuation must also be shown on the VCBL or GBL.

c. In the event RMW fails to obtain a written excess valuation request or the HHGFR's approval prior to the shipment pick-up from the transferee, RMW will be held personally and financially responsible for payment of any excess valuation charges to the carrier.

5. Service Auditing – Household Goods and Office Moves/Relocations

a. RMW will require that all carrier billings be sent directly to RMW to be pre-audited. Within five (5) calendar days after receipt of the carrier's billings, RMW will certify on the invoice that the verified accessorial services billed by the carrier were necessary, properly authorized, actually performed and documented in writing.

b. RMW will "flag" any HHG invoices that contain excess valuation charges and/or additional pickup/ drop-off charges so the VA Austin Finance Center can initiate collection letters for these charges. Within 48 hours of invoice certification, RMW will forward HHGFR- selected carrier invoices for auditing to:

National Traffic Services, Inc.
151 John James Audubon Parkway
Amherst, NY 14228

c. At the request of the HHGFR, RMW will be required to schedule on-site origin or destination HHG service inspections. An additional fee of \$100 shall be assessed for completed inspections. Consideration must be given to the practicality of performing an on-site inspection to prevent a delay of the move. When the situation strongly suggests an on-site inspection is necessary, a reasonable delay of the move is acceptable.

6. Management Reporting – Household Goods

a. RMW will, at a minimum, maintain the following continuously available web site HHG reports.

- i. Order Summary and Contact Report
- ii. Shipment Summary Report for HHG, POC, UA, & PBM&E
- iii. Claims Summary Report
- iv. Carrier Utilization Report
- v. VCBL and GBL Log Sheets

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- vi. Raw Shipment Data in Spreadsheet Format or other suitable downloadable format– See Attachment C for a sample spreadsheet format
- vii. Individual *GSA Form 3080* Report and Period Specific *GSA 3080* Summary Report
- viii. *GSA Tracker* data as proscribed by *GSA Kansas City*
- ix. Shipment Billing Report with Charge-backs to Transferees
- x. Shipment Distance and Weight Summary Report

b. RMW will prepare and submit a report to the VA HHG Program Manager on all authorized additional move management services, such as on-site inspections and HHG program cost avoidances revealed during auditing.

d. RMW will telephonically obtain transferee responses for the *GSA Form 3080, Household Goods Carrier Evaluation*, within three weeks after completion of delivery of the transferee's household goods to the permanent residence. RMW will use its best efforts to insure all *GSA Form 3080's* are completed and returned. The SF-3080 evaluation forms will be provided by RMW and be available for viewing on their web site. The goal for the return of *GSA Form 3080* is 100 percent.

e. RMW will conduct semi-annual performance reviews with the VA HHG Program Manager.

7. Accessorial and Third Party Services – Household Goods

The list of chargeable accessorial services that could arise during the movement of a transferee's household goods includes bulky articles; crating; debris pick up; elevator usage; extra labor to inspect, repack and reseal packed-by-owner cartons (PBO); extra pick up or delivery; long carry (greater than 125 feet); third party appliance servicing, Saturday or Sunday delivery; shuttle service; stair carries; and washer pack, additional weighings, maid service, etc. RMW will identify those services required for a particular move and obtain the necessary HHGFR written authorizations. RMW may self authorize, in writing, all required accessorial services to maintain the progress of a move when the total charges for all accessorial services (except crating and shuttle service) are \$1000 or less. Crating and shuttle service have separate self-approval maximums of \$1000 each. RMW shall attempt to call the HHGFR at the time services are ordered to advise them of the requirement and may proceed without a written authorization if the shipment would be unduly delayed. However, all accessorial services must be approved in writing by the HHGFR prior to payment. The VA Centralized Household Goods Program Manager shall arbitrate self-approval disputes between the HHGFR and RMW. His/her decision shall be binding upon both parties.

8. Billing Information – Household Goods and Office Move/Relocations

The selected carrier will submit a bill and receive payment from RMW who will then submit an invoice to the VA Austin Finance Service Center (FSC) and receive payment

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from the VA Austin FSC. Upon verification that accessorial services have been properly approved, were necessary, and were actually performed, RMW shall provide the written

authorizations and include a request for payment of the accessorial charges in their billing. RMW shall retain all shipment billing documentation for a minimum of six years from the payment date.

9. Storage and Extended Storage – Household Goods

a. Storage-in-transit (SIT), when required, is generally authorized for an initial storage period not to exceed ninety days (90). The initial period may be extended in 30-day increments or in one ninety-day (90) increment with the total storage days not to exceed 180 days. The transferee will be counseled as to the period of authorized storage and their liability if storage exceeds the approved limit. Storage costs shall be apportioned between VA and the employee on billing documents when any charges are payable by the employee. Charges for excess weight placed into storage will be payable by the transferee.

b. RMW will require the carrier to obtain authorization from RMW before the placement of the shipment into SIT at origin. Storage at the destination is standard. Storage shall not be permitted when the cost of the driver's waiting time or reduced handling are suitable alternatives.

RMW will notify both the transferee and the HHGFR of the actual location for the SIT within five (5) calendar days after delivery into SIT. This notification will be provided in writing or be available from the web application and will clearly state the date of expiration of the initial

authorized storage period. RMW will notify the transferee and the HHGFR of the expiration of storage at least ten working days prior to the expiration of storage. RMW will counsel the transferee of their liability for additional charges, changes of liability coverage from carrier to warehouseman's care, and the risks to the transferee if authorized storage expires and the HHG remain in storage.

c. RMW will instruct all VA transferees to submit a written request to the HHGFR for any extension of SIT beyond the initial authorized period. The HHGFR will notify RMW of additional authorized SIT. If additional SIT storage is desired by the transferee but not approved, the transferee will be advised of their responsibility for the storage charges.

d. Extended storage shall be at the shipment's origin. See Definition of Extended Storage

10. VA and RMW Contact Information

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- a. RMW employees are authorized to receive shipment requests and initiate claim preparation documents. They may be reached at (866) 238-0298 or fax (901) 680-8332.
- b. RMW will assist the transferee to process and manage claim settlements.
- c. HHGFRs are authorized to order move management services on behalf of the VA HHG Program using the contractor's approved web site. Approved HHGFRs are at the VA Austin Financial Services Center.

11. Further Agreements – Household Goods

- a. RMW will obtain written pre-authorizations from the HHGFR to conduct a telephone pre-move shipment survey or to perform a shipment pick-up or delivery on a Saturday, Sunday or Holiday. Additional charges for services performed on a weekend or holiday shall be payable by the transferee, unless the services are for the carrier's convenience.
- b. Whenever the actual weight of the household goods shipment varies from the estimated weight on the pre-move survey by 10 percent or more, plus or minus, RMW will notify the HHGFR. The HHGFR will determine whether or not a re-weigh of the shipment will be requested. This re-weigh request shall be in writing and timely to allow for the re-weigh. An actual shipment weight in exceeding 110 percent of the pre-move survey weight must be acceptably justified to the HHGFR and RMW before payment for the additional weight may be approved. RMW shall authenticate the reasonableness of a carrier's explanation. The transferee must be notified of their potential indebtedness resulting from any weight in excess of 18,000 pounds. If necessary, disagreements between the carrier and RMW shall be arbitrated by the VA Centralized Household Goods Program Manager, whose decision shall be final.
- c. During relocations, RMW will maintain a 24-hour, seven-day (7) per week telephone and web site accessibility for VA transferees and HHGFRs.
- d. RMW will provide the transferee a pocket-sized pamphlet listing procedures and relevant information for use by the transferee.
- e. All amendments and/or changes to this agreement must be in writing and signed by a responsible officer of RMW and the VA Household Goods Program Manager.
- f. This MOU is effective from the date of signature and will remain in effect until terminated by either party but not longer than five (5) years. Termination shall be effective upon the receipt of 90 days notification or some other mutually agreeable lesser notification period and a *Letter of Intent* specifying a date by which the agreement shall be terminated. In no instance will this MOU exceed the terms of the GSA Household Goods Tender of Service or permit the participation of licensed brokers.

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g. All shipment records created during this agreement, all records submitted for uploading into the web application prior to this agreement to establish a historic database resource, and all records completed after this agreement has been terminated and during the agreement closeout period, are the property of the VA and shall be

provided to the VA in a downloadable format suitable for maintaining data integrity and viability compatible with effective data management protocols. VA may request record updates for incomplete records for up to three years after the MOU termination date.

12. Office Moves/Relocations

a. Office moves and office relocations are described above under **Scope** and **Definitions**. Move management services for this item employ the expert knowledge of an independent move management company (RMW) to receive service requests, coordinate all aspects of project work, maintain all project data, provide an on-line web-based cost estimator, reserve proposed/pending project records for later use, generate reports, receive carrier bids on behalf of VA, solicit bids from carriers specified by VA, and other services as necessary. This web-based application could reduce project planning and estimating time to a day or just hours.

b. VA contracting officers may request access to the web-based office move cost estimator by contacting RMW at (866) 238-0298. There is no cost for using the web site. There is a cost for the performance of projects by the selected carrier. Normal contracting procedures and policies must be followed. Only a warranted contracting office will be permitted to obligate the expenditure of VA funds. A user may have access to view only their records. A super user may access records of related facilities.

c. Reports may be standard formats or custom designed at no cost to VA.

Attachment A – GSA HTOS, Section 2

Attachment B – U.S. Government Bill of Lading Preparation Instructions

Attachment C – Instructions for a Sample Data Spreadsheet

VA Representative:

Armstrong Relocation Company/
Relocation Management Worldwide, Inc.

Charles E. Roberson
Associate Deputy Assistant Secretary
For Program Management and Operations (049M)
VA Central Office, Washington, DC 20420

Robert Burke President
Relocation Management Worldwide, Inc
Memphis, TN

Signature

Date

Signature

Date