

SIN 531: RELOCATION SERVICES Authorized Schedule Price List



Contract Holder
Contract # GS-33F-0002W

GSA Multiple Award Schedule
Effective October 6, 2019



We Relocate Families, Not Files®

GSA Federal Supply Service

Authorized Schedule Price List

About Us

Since 2008, **WHR Group, Inc. (WHR)**, has been providing comprehensive relocation and move management services to U.S. federal agencies, supporting both domestic and international **Permanent Change of Station** orders. We are proud to support those who are serving our country.

- Deep expertise in federal regulations and program oversight, WHR Group, Inc., delivers efficient and **mission-focused solutions** that support employee readiness and continuity of operations
- **Compliant relocation execution** combines experienced government-focused leadership with solutions that align with agency requirements while enhancing service quality, transparency, and accountability
- **High-Touch Service 24/7/365 Model** built for accountability, communication and excellence includes:
 - Dedicated government counseling teams for a single point of coordination
 - Live support (no voicemail) and accountability with 97% First Call Resolution
 - 98% client and employee satisfaction

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General Services

Online access to WHR Group, Inc.'s price list and terms and conditions are available through GSA Advantage at www.gsadvantage.gov

Schedule Title and FSC Group, Part and Section: Multiple Award Schedule, Employee Relocation Solution

FSC Class	V301	Geographic Region	Worldwide
Contract Number	GS-33F-0002W	Prompt Payment Terms:	None - Net 30
Modification No.	PS-A917	Payment by Government Commercial Credit Card	No
SCAC	WHRJ	Discount for Payment by Government Commercial Credit Card	N/A
UEI	DFBNACJ7ZNJ7	Time of Delivery:	Per schedule
NAICS	484210 – Used Household and Office Goods Moving	Ordering Address and Points of Production are the same:	WHR has one centralized facility. WHR Group, Inc. N27 W23681 Paul Rd. Pewaukee, WI 53072 P: 800-523-3318 F: 262-523-2805 government@whrg.com
CAGE CODE	568T4	Payment Address:	WHR Group, Inc. Attn: Accounting N27 W23681 Paul Rd. Pewaukee, WI 53072 government@whrg.com
Contract End Date	October 5, 2029	Data Universal Number Systems (DUNS) Number:	09-070-6516
Contractors Name, Address, Phone Number:	WHR Group, Inc. N27 W23681 Paul Rd. Pewaukee, WI 53072 P: 800-523-3318	Discount from list prices of statements of net prices:	Prices are net; discounted prices to the government
Contract Administrative Source:	N27 W23681 Paul Rd. Pewaukee, WI 53072 P: 800-523-3318 government@whrg.com	Notification Regarding Registration in System for Award Management (SAM) Database	Registered
Contact Information Source:	Lisa Beranich Lisa.Beranich@whrg.com M: 303-641-7118 government@whrg.com		
Business Size:	Small		
Maximum Order:	\$1,000,000		
Minimum Order:	\$100		

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SIN 531: Appraised Value & Amended Value Transactions

Appraised Value Sale:

- WHR will provide a guaranteed offer to purchase an employee's home after the property is appraised and inspected
 - Employee will have the option of accepting the guaranteed offer and selling the home directly to WHR
 - Under the statement of work and agency guidelines, the employee will receive their equity based on this guaranteed value
 - Employee will have the option to list and market the property during the offer period in an attempt to better the guaranteed amount

Amended Value Sale:

- Employees may receive an outside offer from a qualified buyer
 - If this occurs, WHR may purchase the home from the employee based on this offer price
 - WHR will determine the validity of the offer and, if acceptable, will close the sale with the employee based on the net offer amount
 - The offer must be presented prior to the employee's acceptance of the guaranteed offer and will result in a lower fee to the agency

Pricing Options	Home Sale Program Type	Acquisition Price Range			
		Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option 1	Full Choice Homesale with Mortgage Payoff				
	Appraised Value Sale	28.50% (\$15,000 min)	28.50%	28.50%	28.50%
	Amended Value Sale	12.50% (\$9,000 min)	12.25%	12.25%	12.25%
Option 2	Full Choice Homesale with Delayed Mortgage Payoff				
	Appraised Value Sale	28.00% (\$15,000 min)	28.00%	28.00%	28.00%
	Amended Value Sale	12.50% (\$9,000 min)	12.00%	12.00%	12.00%
Option 3	Managed Homesale with Mortgage Payoff				
	Appraised Value Sale	27.50% (\$15,000 min)	27.50%	27.50%	27.50%
	Amended Value Sale	12.00% (\$9,000 min)	11.00%	11.00%	11.00%
Option 4	Managed Homesale with Delayed Mortgage Payoff				
	Appraised Value Sale	27.00% (\$15,000 min)	27.00%	27.00%	27.00%
	Amended Value Sale	12.00% (\$9,000 min)	11.00%	11.00%	11.00%

Note: Proposed pricing is inclusive of 0.75% Industrial Funding Fee (IFF) which will be calculated as percentage of service fees charged to the government

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SIN 531: Buyer Value Option Transactions

Buyer Value Option:

- Home sale program similar to Appraised Value in that it offers the full benefits of a Guaranteed Buyout, but the guaranteed offer is based on an outside buyer's offer amount
- Home is purchased by WHR at the net amount of the outside buyer's offer, and the home is closed with the homeowner based on this value
- Is a lower cost option to Appraised Value but provides a similar level of benefit

Pricing Options	Home Sale Program Type	Acquisition Price Range			
		Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option 1	Full Choice Homesale with Mortgage Payoff				
	Standard BVO	12.50% (\$9,000 min)	12.00%	12.00%	12.00%
	BVO Sale Fall Through No Rebill	16.00%	16.00%	16.00%	16.00%
Option 2	Full Choice Homesale with Delayed Mortgage Payoff				
	Standard BVO	12.50% (\$9,000 min)	12.00%	12.00%	12.00%
	BVO Sale Fall Through No Rebill	16.00%	16.00%	16.00%	16.00%
Option 3	Managed Homesale with Mortgage Payoff				
	Standard BVO	11.50% (\$9,000 min)	10.50%	10.50%	10.50%
	BVO Sale Fall Through No Rebill	15.00%	14.50%	14.50%	14.50%
Option 4	Managed Homesale with Delayed Mortgage Payoff				
	Standard BVO	11.50% (\$9,000 min)	10.50%	10.50%	10.50%
	BVO Sale Fall Through No Rebill	15.00%	14.50%	14.50%	14.50%

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SIN 531: Special Handling Transactions

Special Handling Home Sale Services: These fees apply to those properties that are deemed by WHR and the agency to be either especially difficult to sell or where the property value is extremely difficult to establish. Prior agreement between WHR and the agency is necessary before a property would be acquired under these circumstances.

- The following would be examples of such a property:
 - Homes in extremely rural areas with no appraisers located within 50 miles
 - Homes in excess of \$1,000,000
 - Homes with atypical lot sizes for the area (e.g., 10-acre lot where majority of homes sit on 1 acre or less)
 - Homes in foreclosure proceedings
 - Homes with environmental issues (e.g., mold, radon, toxic substances, etc.)
 - Mobile homes
 - Co-ops in communities where this is not the norm

Pricing Options	Home Sale Program Type	Acquisition Price Range			
		Up to \$99,999	\$100,000 - \$499,999	\$500,000 - \$749,999	Over \$750,000
Option 1	Full Choice Homesale with Mortgage Payoff				
	Appraised Value	34.00% (\$15,000 Minimum)	34.00%	34.00%	34.00%
	Amended Value	14.00% (\$9,000 Minimum)	13.00%	13.00%	13.00%
Option 2	Full Choice Homesale with Delayed Mortgage Payoff				
	Appraised Value	33.00% (\$15,000 Minimum)	32.50%	32.50%	32.50%
	Amended Value	14.00% (\$9,000 Minimum)	12.50%	12.50%	12.50%

Note: Proposed pricing is inclusive of 0.75% Industrial Funding Fee (IFF) which will be calculated as percentage of service fees charged to the government

SIN 531: Property Management Services

Property Management:

- WHR will provide support to an employee on temporary or permanent assignment inside or outside the United States and who would rather retain and rent their property than sell the home

Property Management		
Property Management Service Fee	Per service month	\$616
Leasing Fee - New Tenant	-	12% of annual rent
Leasing Fee - Lease Renewal	-	No fee

Note: Proposed pricing is inclusive of 0.75% Industrial Funding Fee (IFF) which will be calculated as percentage of service fees charged to the government

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SIN 531: Move Management Services

CONUS and OCONUS available services include:

- Entitlement and Pre-Move Counseling
- Transportation Service Provider (TSP) Selection, according to agency preferences
- Ordering TSP Services
- Cost Estimates
- Coordination of the Transportation and Storage of Goods
- Quality Control and Service Performance Audit
- Claims Preparation, Filing, and Settlement
- Prepayment Audits
- TSP Payment
- Move Management Reports

TDRS/CHAMP Teaming	Unit of Issue	Government Rate
Move Management Fee for CONUS (Domestic Moves)	Per employee move	\$350
Move Management Fee for OCONUS (International Moves)	Per employee move	\$350

Note: Proposed pricing is inclusive of 0.75% Industrial Funding Fee (IFF) which will be calculated as percentage of service fees charged to the government

Agencies must specify the services required and agency requirements for each service

CHAMP Move Management Services - WHRJ

- GSA's **Centralized Household Goods Traffic Management Program (CHAMP)** move management services filed in TMSS for domestic shipment of household goods, POV, and UAB from initial notification of move through completion of all services



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SIN 531: Relocation Services (CONUS)

Additional Service (Type)	Unit of Issue	Rate
Cost of Living Analysis: Report on the cost-of-living differential between old duty station and new duty station	Per service	\$100, plus any direct cost of report from Data Provider
Closing Assistance: WHR will not provide a Guaranteed Buyout, BVO, or marketing assistance. WHR will simply coordinate the closing of an employee's independent home sale transaction	Per service	\$750
Expense Management (with or without a W-2): Coordinate and track employee relocation expenses in conjunction with the ordering agency's relocation program to ensure compliance. In addition, WHR can provide a W-2 per agency requirements if required	Per homeowner/ per renter	\$495/homeowner; \$300/ renter
Entitlement Counseling: Explanation of eligible benefits under the agency's relocation program and advocate these benefits on the agency's behalf	Per homeowner/ per renter	\$300/employee
Customized Management Reports: Customized reporting provided at no additional fee	N/A	No fee
Agency-Specific Program Materials: Materials are provided at no fee, but production costs and material costs will be charged back to the ordering agency	N/A	No fee; production at cost
Training and Travel: Transition and implementation training as necessary and requested, and travel to the agency's location to provide such support	Per WHR employee	\$500 per WHR employee per day; Travel & Per Diem IAW FTR
Destination Services: WHR assists employees with housing needs in the new location, including temporary living, rental assistance, and home purchase support	Per service	\$750, but no fee if WHR collects referral fee from destination real estate broker
Mortgage Counseling: WHR counsels employees on local and national mortgage programs that align with their financial goals and qualifications	Per service	No fee
Sale Closing Services (Closing Assistance Plus): WHR's Closing Assistance Plus program provides counselor support for independent home sales, reimbursement assistance, de-obligation notices, and destination support	Per service	\$750

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SIN 531: Relocation Services (OCONUS)

Additional Service (Type)	Unit of Issue	Rate
Temporary Living: Coordination support for securing temporary accommodations in the new location	Per service	\$350 plus direct costs
Pre-Decision Trip Coordination: Visit to the new location to evaluate financial viability and overall fit	Per service	\$750 plus direct costs
Immigration and Visa Coordination: Information and assistance with immigration documents and visa applications	Per service	\$750 plus direct costs
Orientation and Area Tours: Customized tours providing an overview of the new country and local communities	Per service	\$350 plus direct costs
Home Search Assistance: Personalized support in finding rental or purchase housing in the new location	Per service	\$350 plus direct costs
Settling in Assistance: Support with local orientation, utilities, banking, healthcare, registrations, insurance, and expat resources	Per service	\$350 plus direct costs
Local Registration: Registration and residence permit processes with local authorities	Per service	\$350 plus direct costs
School Search: Guidance on educational options, school placements, tours, curriculum matching, and costs	Per service	\$350 plus direct costs
Airport Pickup: Pickup and initial orientation support upon arrival	Per service	\$350 plus direct costs
Tenancy Management: Lease support, landlord coordination, rent negotiations, and lease closeout assistance	Per service	\$350 plus direct costs
Departure Assistance: Support lease cancellations, utilities, account closures, deregistration, and move coordination	Per service	\$350 plus direct costs
Bundled Program: Covers a customizable combination of international relocation services	-	-

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Technology and Reporting

• Move Management:

- Shipment visibility, performance reporting, and supplier oversight help agencies manage household goods moves with confidence, accountability, and fewer administrative touchpoints
- On-time pickup and delivery tracking
- Claims monitoring and settlement timelines, including 30-day resolution tracking
- SIT and NTS status visibility
- End-to-end shipment lifecycle management
- TSP performance evaluations aligned with Best Value criteria

• Home Sale:

- Home sale workflows help reduce paper handling, speed document completion, and support a clear audit trail for agency stakeholders and relocating employees
- Secure e-forms for required disclosures
- DocuSign workflows for faster, simpler approvals

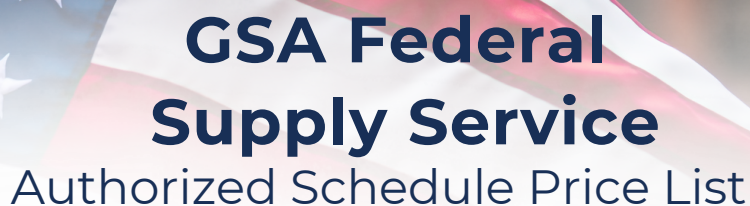
• Expense Management:

- AI-supported receipt processing, policy validation, and multi-level audit controls, help agencies reimburse employees faster while maintaining financial discipline and documentation
 - Expense reimbursement processing
 - Client invoice review and audit support
 - Support for 133 languages and 163 currencies

• FAR Reporting:

- Configurable reporting supports contract oversight, cost tracking, and audit readiness for government relocation programs
- Automated recurring reports, including weekly or monthly delivery
- Self-service access through the Client Portal
- Reports delivered by a dedicated Client Services Manager
- Interactive analytics through WHRInsights



A close-up, slightly blurred image of the American flag, showing the stars and stripes in a diagonal orientation.

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Why Federal Agencies Choose WHR Group, Inc.

From individual PCS moves to large-scale deployments, WHR delivers the control, compliance, and care federal agencies need to move their workforce with confidence. Our government-focused team combines accountable program management, secure technology, and compassionate employee support to keep every relocation mission-ready.

- **Trusted Government Experience:** Supporting federal relocation missions since 2008
- **Flexible Access:** Services available through **SIN 531** or **CHAMP TMSF**
- **Regulatory Confidence:** Practical knowledge of **FTR**, **JTR** and **FAR** requirements
- **CONUS & OCONUS Coverage:** Consistent support wherever duty calls
- **Priority Scheduling:** Guaranteed transit times for mission-critical deadlines
- **High-Touch Service:** Responsive support for agencies, employees, and families
 - **Dedicated Counselors:** Assigned relocation teams for every PCS
 - **No-Cost Pre-Transfer Counseling:** Clear benefit guidance before assignment
 - **Employee-Centered Care:** Every move managed with empathy and precision
- **Technology and Reporting:** Interactive data analytics platform displays all key metrics
 - **In-House IT:** Configurable tools aligned to agency requirements
- **Secure, Compliant Operations:** Built for accountability in every move
 - **SOC 2 Type 2** certified
 - **Microsoft Purview** Data Loss Prevention
 - **GDPR** compliant
- **Global footprint:** Offices in U.S., Singapore, and Switzerland

