**Corporate Relocation Services RFP**

Company Overview

Please provide the brief history of your organization, including the following:

**History of Company and Description *PROVIDER RESPONSE***

**Has you company been in business for 7 years or more? Y/N *PROVIDER RESPONSE***

**Number of Office Locations *PROVIDER RESPONSE***

**Statement of your corporate mission / philosophy *PROVIDER RESPONSE***

**Length of time the current ownership has been in place *PROVIDER RESPONSE***

**Is your company or parent (if appropriate) currently for sale, undergoing a merger or acquisition or in some way changing ownership?** ***PROVIDER RESPONSE***

**Has your company or an affiliate ever filed for bankruptcy? If so, please explain. *PROVIDER RESPONSE***

**Do you own, or are owned by, a household goods carrier(s) or a mortgage provider(s) real estate, or other relocation-related company? If yes, please explain any relationships.**

**Do you have a JV with a mortgage lender? Has your company been vetted and approved to do business with the US Government on the GSA Schedule? *PROVIDER RESPONSE***

**If yes, please provide your GSA Number: *PROVIDER RESPONSE***

**Service Model**

**Describe your service delivery model, and more importantly, the reasons your organization chose this model vs. the way in which other relocation companies may deliver their services. *PROVIDER RESPONSE***

**Outline the proposed staffing model you will use to manage this account, including team member qualifications, education, certifications, and related experience. *PROVIDER RESPONSE***

**Proposed Staffing/Key Personnel *PROVIDER RESPONSE***

**Identify the location, normal business hours and availability to address issues and communication methods. Include details for related service level agreements and performance-based guarantees.**

***PROVIDER RESPONSE***

**Service Delivery Outside of Business Hours *PROVIDER RESPONSE***

**How are your consultants compensated? Is there any type of incentive plan in place? *PROVIDER RESPONSE***

**What is the average number of relocations your consultants will handle at one time? *PROVIDER RESPONSE***

**What is your turnover rate for consultants? *PROVIDER RESPONSE***

**What services, if any, would be available to our employees who receive only a Lump Sum payment to compensate for relocation costs? *PROVIDER RESPONSE***

**Quality Assurance & Client Satisfaction**

**What metrics do you use to measure your service delivery and client satisfaction for both employee transfers and your corporate clients? *PROVIDER RESPONSE***

**Please provide an example of a service delivery failure by one of your suppliers and the steps your organization took to both rectify and ensure that this failure did not happen again. *PROVIDER RESPONSE***

**Please provide an example of a service delivery failure by your organization and the steps you took to both rectify and ensure that this failure did not happen again. *PROVIDER RESPONSE***

**Discuss your problem resolution process and escalation procedures. Below is a general overview of ARC's process. *PROVIDER RESPONSE***

**What steps does your company take to lower client (without degrading service deliver) cost and/or improve service. *PROVIDER RESPONSE***

**Policy Consulting & Counseling**

**What type of policy consulting services do you offer? One of the most popular services that ARC offers is assisting clients with writing, benchmarking, and or reviewing their Relocation Policy/Program.**

***PROVIDER RESPONSE***

**What fees do you charge for policy consulting, creation, and ongoing review? *PROVIDER RESPONSE***

**Describe how you work with clients to update their policies when there are significant changes in applicable laws, regulations or industry trends that may impact their relocation program. *PROVIDER RESPONSE***

**Describe how you will counsel employees about our policies. *PROVIDER RESPONSE***

**What is your process for documenting and managing policy exception requests from our employees?**

***PROVIDER RESPONSE***

**Supplier Selection & Management**

**Describe how you select and manage your primary suppliers in your network to ensure quality service delivery. Metrics are measured and suppliers are selected and managed in a number of ways.**

***PROVIDER RESPONSE***

**Are we required to use your third-party suppliers?**

***PROVIDER RESPONSE***

**How do you ensure that the third-party suppliers are providing us with the most competitive price? *PROVIDER RESPONSE***

**Do you collect referral fees as a matter of policy? If so, please describe.**

***PROVIDER RESPONSE***

**Please provide a sample of the score card or methodology used to measure the performance of your suppliers.**

***PROVIDER RESPONSE***

**Describe your procedures to remove non-performing suppliers.**

***PROVIDER RESPONSE***

**Describe the Service Level Agreements in place with your supplier network.**

***PROVIDER RESPONSE***

**Expense Management & Billing**

**Describe your relocation accounting services, including:**

***PROVIDER RESPONSE***

**What controls and procedures do you have in place to ensure the accuracy of expense reimbursements? Payroll data transmissions? How do you identify and correct discrepancies? How many audits are performed?**

***PROVIDER RESPONSE***

**Describe the funding options you offer.**

***PROVIDER RESPONSE***

**Describe your invoice– What level of detail can be provided? In what format are your invoices provided?**

***PROVIDER RESPONSE***

**Home Marketing / Home Sale**

**Please give a step-by-step description of how your Home Marketing Program works for a transferee. *PROVIDER RESPONSE***

**Describe the Home Sale programs you offer and related departure services for homeowners. Below is an overview on ARC's Home Sale Program:**

***PROVIDER RESPONSE***

**Describe your inventory management process and any special systems to control costs.**

***PROVIDER RESPONSE***

**Do you outsource any functions of the home sale process including the home sale contract, closing functions, management of broker networks, and referral placement, management and collection? Are outsourcing costs passed to clients? List all outsourcing arrangements. ARC takes an extremely proactive approach to managing home sale costs. As a Government GSA provider, ARC has a large database of historical cost data (state by state) and is accustomed to pricing costs as a "fixed fee" percent.**

***PROVIDER RESPONSE***

**Temporary Housing**

**Describe your temporary housing services. ARC has many partnerships with major national temporary housing providers and facilities.  As we operate on an open network, ARC is always open to adding new providers or facilities at the client’s request.**

***PROVIDER RESPONSE***

**Do you receive commissions or rebates from temporary housing suppliers as part of your revenue model? *PROVIDER RESPONSE***

**Home Finding & Rental Assistance**

**Describe your Home Finding services.**

***PROVIDER RESPONSE***

**What is typically included with your Rental Assistance program? Any limitations?**

***PROVIDER RESPONSE***

**Does your Rental Assistance program include rental tours?**

***PROVIDER RESPONSE***

**How do you select and evaluate real estate brokers?**

***PROVIDER RESPONSE***

**Mortgage Assistance**

**Describe your mortgage counseling / assistance program.**

***PROVIDER RESPONSE***

**Household Goods**

**Describe your Household Goods program.**

***PROVIDER RESPONSE***

**How do you select and evaluate household goods providers?**

***PROVIDER RESPONSE***

**Who is responsible for auditing household goods invoices? Are secondary audits performed by an outside organization? Please describe the entire process.**

***PROVIDER RESPONSE***

**Destination Services**

**Describe your Destination Services program. How do you deliver orientation, settling-in and related services? ARC's goal is to deliver all services in an extremely personalized and custom fashion (to meet each transferee's unique situation and specifc goals).**

***PROVIDER RESPONSE***

**Do you offer spousal support? ARC provides a wide array of Spousal Support Programs.**

***PROVIDER RESPONSE***

**Describe how you select your Destination Service Providers in overseas locations?**

***PROVIDER RESPONSE***

**Describe your Visa and Immigration Services.**

***PROVIDER RESPONSE***

**Please detail the language and cross-cultural training your company offers.**

***PROVIDER RESPONSE***

**Describe the process for ensuring that all applicable immigration/customs documentation is received in a timely manner.**

***PROVIDER RESPONSE***

**Reporting and Technology**

**Describe your technology platform. Describe the technology to be used by our internal users and transferees.**

***PROVIDER RESPONSE***

**Please describe your online reporting capabilities and attach a sample reporting package.**

***PROVIDER RESPONSE***

**What controls and security features are in place to protect data (firewalls, security monitoring, virus protection)?**

***PROVIDER RESPONSE***

**Describe the online services that would be provided to our HR staff that support our programs.**

***PROVIDER RESPONSE***

**Describe the online services that would be provided to our transferees in support of their relocation event. We have highlighted many of our various online solutions throughout our RFP response.**

***PROVIDER RESPONSE***

**Is there a licensing fee associated with use of your company’s software/system required to utilize your services?**

***PROVIDER RESPONSE***

**Describe your process for implementation including a detailed timeline, roles and responsibilities and assumptions about our involvement in the process. *PROVIDER RESPONSE***

**Pricing and Referral Fees**

**Do you charge an onboarding fee, set up fee or similar start-up fee? *PROVIDER RESPONSE***

**Does your company pay vendor invoices and invoice the client with net terns? Or is the client required to prepay and or pay vendor invoices directly? *PROVIDER RESPONSE***

**Please attach a copy of your most recent price sheet showing all possible fees.**

***PROVIDER RESPONSE***

**Do you receive commissions or rebates from suppliers/vendors as part of your revenue model? If so, describe. *PROVIDER RESPONSE***

**Please provide pricing structure and fees associated with the relocation services requested. *PROVIDER RESPONSE***