

## **General Services Administration**

### **Federal Acquisition Service**

#### **Authorized Federal Supply Schedule Price List**

On-line 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. The INTERNET address for *GSA Advantage!* is: [GSAAdvantage.gov](http://GSAAdvantage.gov)

## **TDRS Transportation, Delivery and Relocation Services**

Federal Supply Class: V301, V111 & 112

Contract Number: GS-33F-0024S

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov)

Contract Period: September 6, 2006 through September 5, 2011

### **Runzheimer International Ltd.**

Runzheimer Park

Rochester, WI 53167-0009

Telephone: 800-558-1702

Fax: 262-971-2373

Web Site: [www.runzheimer.com](http://www.runzheimer.com)

Contractor's Representative

Kraig R. Rodenbeck CMC, NPDP

262-971-2312

[krr@runzheimer.com](mailto:krr@runzheimer.com)

Business Size: Large

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## Customer Information

- 1a. Special Item Numbers (SINs):
- SIN 411-3 Transportation Consulting Services
  - SIN 653-3 Relocation Software, Technology and Support Services
- 1b. Model Number - Not Applicable
- 1c. Labor Categories:

### **Executive Manager**

A member of the executive management team at Runzheimer, typically in the capacity of vice-president. The Executive Manager has direct responsibility over a division or business unit. He/she sets strategic direction, manages project staffing, has fiscal accountability, and is ultimately responsible for contract fulfillment and client relations. The Executive Manager ensures from a high-level that our products and services meet the client's project/program goals.

#### **Minimum training, experience, education, and certifications:**

- Ph.D. and/or Master's Degree (or equivalent experience) from an accredited college or university
- Over 15 years experience in business disciplines (sales, budgeting, strategic planning, public speaking, etc)
- Excellent oral and written communication skills. Proficient use of MS Office suite

### **Senior Management Consultant**

These personnel maintain leading-edge knowledge within their field of expertise. The Senior Management Consultant has worked in the industry for 10+ years. He/she typically has given presentations to industry peers and published in their respective area. The Senior Management Consultant is the true subject matter expert and may assume the role of Project Director for projects that demand this level of experience and expertise.

#### **Minimum training, experience, education, and certifications:**

- Master's Degree and/or Bachelor's degree (or equivalent experience) from an accredited college or university
- Over 10 years experience in consulting and business arena (sales, budgeting, client support, etc)
- Certified Relocation Professional (CRP), as designated by the Employee Relocation Council
- Excellent oral and written communication skills. Proficient use of MS Office suite

### **Management Consultant**

Having accumulated 5+ years of subject matter experience, he/she provides industry knowledge and expertise. He/she works directly with the client throughout the project/program to assess and fulfill their needs. In a consultative role, he/she makes

recommendations based on the day-to-day activities, tapping the expertise of the Senior Management Consultant as appropriate.

Minimum training, experience, education, and certifications:

- Bachelor's degree from an accredited college or university
- Over 5 years experience in consulting arena (sales, budgeting, client support, etc)
- Excellent oral and written communication skills
- Proficient use of MS Office suite

**Consultant**

A staff person who has developed a working knowledge in the subject area yet has not acquired a wide range of experience (typically 1 to 3 years). The Junior Consultant is typically teamed with senior personnel and may take on activities that do not require extensive industry-specific expertise. The Junior Consultant provides both daily and peak demand project support and consultation.

Minimum training, experience, education, and certifications:

- Bachelor's degree from an accredited college or university
- 1 to 3 years experience in consulting or related areas of business (sales, budgeting, client support, etc)
- Excellent oral and written communication skills
- Proficient use of MS Office suite

**Project Director**

This person oversees all project activities and has ultimate responsibility for the success of the project. He/she ensures projects meet both client and internal expectations in terms of time, budget and quality. He/she provides direction to the Project Manager and reports project status internally. The Project Director constantly assesses status and guides the project to ensure complete client satisfaction.

Minimum training, experience, education, and certifications:

- Bachelor's degree from an accredited college or university
- 5 + years experience in managing large-scale projects
- Excellent communication, organizational, and planning skills
- Proficient use of MS Office suite and project management software (e.g., MS Project)

**Research Consultant**

This person typically possesses skills in a specified area of expertise, typically in the technical and/or information systems area. The Research Consultant is likely teamed with senior consultants and may take on specific high-level technological activities such as system design, process development, and product-specific consultation.

Minimum training, experience, education, and certifications:

- Bachelor's degree from an accredited college or university, preferably with a focus on Management of Information Systems (MIS)
- 3 to 5 years experience in technical/systems consulting and programming

- Proven track record in managing and programming client/server applications and/or web development projects
- Possess a working knowledge of RDBMS (e.g., SQL Server) and have developed in current business languages (e.g., JAVA, HTML, ACTIVE X, etc)

### **Project Manager**

He/she provides day-to-day leadership of a specific project, program, or set of tasks. In concert with the client, he/she establishes project milestones, defines all subtasks, allocates and assigns resources, and removes any foreseen barriers to project completion. The Project Manager is the “hands-on” leader, immersed in the project, who maintains daily contact with Contracting Officer’s Technical Representative.

#### **Minimum training, experience, education, and certifications:**

- Bachelor’s degree from an accredited college or university
- 3 to 5 years experience in managing complex projects
- Excellent communication, organizational, and planning skills
- Proficient use of MS Office suite and project management software (e.g., MS Project)

### **Senior Analyst**

This position provides high-level oversight and management of data analysis techniques and methods. He/she is responsible for development and maintenance of all econometric models, database systems and analytical tools used to analyze data. Other tasks include survey design and administration.

#### **Minimum training, experience, education, and certifications:**

- Bachelor’s degree from an accredited college or university
- 5 + years experience in technical analysis fields (statistics, mathematics, econometrics, etc)
- Ability to design and apply advanced analytical methods to resolve business problems
- Proficient use of MS Office suite and advanced analytical software (e.g., SPSS, SAS, etc)

### **Junior Analyst**

An entry-level position, the Junior Analyst assists the advanced Analysts with data review and analysis. Tasks include preparing, reviewing, and editing data. This staff person assists with the flow of information throughout Runzheimer’s extensive databases. The Junior Analyst begins the process of turning data into information.

#### **Minimum training, experience, education, and certifications:**

- Associate’s degree or equivalent business experience
- 1 to 3 years experience in technical analysis fields (statistics, mathematics, econometrics, etc)
- Ability to apply advanced analytical methods to resolve business problems
- Proficient use of MS Office suite, especially MS Excel

**Administrative Assistant**

He/she provides administrative support to the client and to internal project team members. Typical tasks include report production, preparation of marketing materials, logistics support, and general clerical activities.

**Minimum training, experience, education, and certifications:**

- Associate’s degree or equivalent business experience
- 1 to 3 years experience in administrative and/or business role
- Attention to detail and excellent organizational skills
- Proficient use of MS Office suite, especially MS PowerPoint

**Data Gatherer**

This person is responsible for the collection of primary research data. Collection methods mostly include telephone and/or Internet surveys, but may include other methods such as extracting data feeds from publicly available sources. As the title suggests, this person collects Runzheimer’s primary data.

**Minimum training, experience, education, and certifications:**

- Previously related business experience, preferably with telephone interviewing
- 1 to 3 years experience in a business role or with business techniques
- Attention to detail and ability to work independently
- Past experience using computer hardware and software, and telephone systems

**Clerical / Data Entry**

Although more and more data is available electronically from our many data sources, some information must still be entered manually. This staff person enters data from physical sources into Runzheimer databases.

**Minimum training, experience, education, and certifications:**

- Previously related business experience, preferably with data entry
- 1 to 3 years experience in a business role or with business techniques
- Attention to detail and ability to work independently
- Past experience using computer hardware and software

- 2. Maximum order: \$1,000,000.00
- 3. Minimum order: \$100.00
- 4. Geographic coverage: Worldwide
- 5. Points of production: Rochester, WI, (Racine County) U.S.A.
- 6. Discount from list: Prices shown herein are net (discount deducted)
- 7. Quantity discounts: None
- 8. Prompt payment terms: Net 30 calendar days
- 9a. Government purchase card is accepted at or below the micro-purchase level

- 9b. Government purchase card is accepted above the micro-purchase level
10. Foreign items: U.S. only
- 11a. Time of delivery: As negotiated on task order
- 11b. Expedited delivery: Items available for expedited delivery are noted in this price list
- 11c. Overnight delivery: Overnight and 2-day delivery is available based on task order
- 11d. Urgent requirements: Complies with “Urgent Requirements” clause
12. F.O.B. point: Destination
- 13a. Ordering Address: Runzheimer International  
Runzheimer Park  
Rochester, WI 53167-0009  
Tel: 800-558-1702  
Fax: 262-971-2373  
Web: [www.runzheimer.com](http://www.runzheimer.com)
- 13b. Ordering procedures: The ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
14. Payment Address: Runzheimer International  
Runzheimer Park  
Rochester, WI 53167-0009  
Tel: 800-558-1702  
Fax: 262-971-2373  
Web: [www.runzheimer.com](http://www.runzheimer.com)
15. Warranty Provision: Runzheimer International warrants that the products and services we provide will satisfy the requirements of the task orders obtained through this schedule
16. Export packing charge: Not applicable
17. Purchasing card: As negotiated on task order
18. Maintenance & repair: Not applicable
19. Installation: Not applicable
20. Repair parts: Not applicable
- 20a. Other services: Not applicable
21. Distribution points: Not applicable
22. Participating dealers: Not applicable
23. Maintenance: Not applicable
- 24a. Special attributes: None
- 24b. 508 Compliance: Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. The EIT standards can be found at [www.Section508.gov/](http://www.Section508.gov/).
25. DUNS Number: 06-350-6760
26. CCR registration: Runzheimer is registered in the CCR database

## **An Introduction to Runzheimer International**

Founded in 1933, Runzheimer International Ltd. is a management consulting firm specializing in domestic and international transportation, travel and relocation management. Runzheimer International serves upwards of 2,000 businesses and government organizations worldwide, including more than 60 percent of Fortune 500 companies. Runzheimer's data and standard cost reimbursement systems are the basis for over \$14 billion in direct allowances or reimbursements, annually, to more than 1 million employees of clients.

For more than 70 years, we have been dedicated to research, analysis, and reporting of car, travel, and living costs, which provide a fact-based foundation for our consulting services. All Runzheimer research and information rests upon a foundation of standardized data-gathering processes, proven methodology, tested survey procedures, and sound statistical practices.

The majority of our information services and products consist of data supported and surrounded by computerized systems. These services include but are not limited to data collection, data entry (including development of computerized data entry screens featuring real-time data validation), methodology creation (developing, programming, and applying sophisticated data manipulation methods), and applications designed to resolve practical business issues.

We undertake specialized projects, surveys, and studies to meet specific requirements of individual organizations and government agencies. Our information products incorporate client-provided parameters, and our report data is geographically sensitive. A fundamental strength that Runzheimer brings to its projects is a base of knowledge, expertise and data on both corporate and government policies, procedures, and costs that allow us to provide our clients with benchmarks and best practices.

## **Selected Client List**

### Private Sector

Runzheimer International has performed work for such major firms as IBM, Xerox, Exxon Mobil, and Microsoft, though we also count many small and medium-sized companies among our clients. A partial list of clients for which Runzheimer International has performed relocation and management consulting includes: Advantage Sales & Marketing, Best Buy, Boeing, Boise Cascade, Citizens Utilities, Coca-Cola, Cyprus Minerals, Daimler Chrysler, E.I. DuPont, Ernst & Young, Exxon Mobil, Federal Express, Fleming Companies, GE Capital, General Electric, General Motors, Hertz, IBM, Johnson Controls, Lanier Worldwide, McGraw-Hill, Microsoft, Midwest Express, Novartis, Office Depot, Pepsi Bottling Group, Pitney Bowes, Porsche Cars of North America, PriceWaterhouseCoopers (PWC), Procter & Gamble, Promus Hotel Corporation (Embassy Suites, Hampton Inn, etc. – now part of Hilton), S.C. Johnson, Starbucks, State Farm, System One, Uniglobe Travel Agencies, Upjohn, Westinghouse, World Airways and Xerox.

### Public Sector

Runzheimer has performed hundreds of studies for Federal, state, provincial and local government entities. Our public sector clients include, among many others: Federal Deposit Insurance Corporation (FDIC), General Services Administration (GSA), Department of Defense (DOD; Office of the Undersecretary of Defense, Acquisition, Transportation & Logistics; Office of the Undersecretary of Defense, Personnel & Readiness), Department of the Army, Department of the Navy, Federal Aviation Administration, Internal Revenue Service (IRS), Lawrence Livermore Laboratories, National Aeronautics and Space Administration (NASA), National Institutes of Health (NIH), Office of the Comptroller of the Currency (OCC), Office of Personnel Management (OPM), Office of Thrift Supervision (OTS), United States Coast Guard, United States Fish and Wildlife, United States Naval Academy, United States Postal Service, State of Colorado, Federal Government of Canada, unspecified intelligence organizations and many others. The Organization of the United Nations is among Runzheimer's largest international clients. Runzheimer Canada's public sector clients include: Department of National Defence; Auditor General of British Columbia and the Government of Quebec.

## Specific Capabilities

### SIN 411-3 Transportation Consulting Services

For over 70 years, corporate managers, media, and the transportation, relocation and travel industries have recognized Runzheimer as a leader in employee mobility management. Our expertise in data gathering, research, and analysis is the cornerstone to our highly respected and knowledgeable consultants who have assisted organizations and government agencies in the development and implementation of cost-effective, leading-edge transportation, travel and relocation programs and processes. In addition, we often act as educators to other consulting organizations that require accurate and defensible information to assist in their consulting endeavors.

Runzheimer should be distinguished from other consulting firms insofar as we specialize in employee mobility, the movement of employees from one place to another. No other firm concentrates on transportation (business vehicles, shipment of household goods), travel (TDY, Temporary Duty Travel; TCS, Temporary Change of Station) and relocation (PCS, Permanent Change of Station) management from our unique perspective. Consequently, our consultants are a valuable resource to personnel already occupied full-time with other work, yet facing inescapable demands to reduce cost and increase efficiency (or prove they have the lowest cost and greatest efficiency), all this while sustaining a satisfied workforce. Runzheimer is uniquely qualified to assist organizations in meeting their transportation, travel and relocation management objectives because:

- Runzheimer's consulting staff is experienced, authoritative and generally acknowledged to be experts in our areas of specialization.
- Runzheimer is compelled to produce a quality of work for its clients that will reinforce a hard-earned reputation for honesty, thoroughness and expertise sustained since 1933.
- Runzheimer has established a unique relationship with the transportation, travel and relocation industries. Public and private organizations regularly participate in our published surveys that analyze policies, trends, and issues.
- Runzheimer has acted as a "middle man" for clients seeking relationships with transportation, travel and relocation management companies and service firms. In this role, Runzheimer is considered an unbiased information clearinghouse by clients and service firms.
- Runzheimer maintains current survey databases on transportation, travel and relocation policy standards and administration methods. The surveys provide a foundation for the most comprehensive policy and program resources in their respective industries. These surveys are regularly cited as authoritative sources for costs, processes, policies, and trends.

Our consultants apply facilitation expertise and quality-management skills and capabilities (for example, brainstorming and affinity grouping, focus group facilitation, flowcharting and process analysis, meeting management, leading discussion groups), as needed, in conducting their projects. We base our quality management model on Deming's PDSA cycle, which stands for Plan, Do, Study, Act. With every contract or Task Order completed, Runzheimer works with its clients to Study what has been done in an effort to improve service. The focus of these meetings (both internal and with clients) is to review current processes and identify opportunities for enhancement. In all our government contracts, we emphasize that continuous improvement is essential to long-term success and mutual achievement of goals and objectives.

In the rapidly changing areas that fall under employee mobility, strategic planning is essential for today's consulting projects to promote policies and programs for tomorrow. As organizational-

change consultants, we help organizations develop policies and implement change, and, in our areas of specialization, we are recognized experts.

Runzheimer has extensive expertise in management of complex projects with short turnaround times. Runzheimer has proven ability to coordinate and oversee multiple subcontractors in conjunction with our internal teams for successful completion of large-scale projects. To aid in communication and management, Runzheimer applies various project management tools and techniques, such as the stage-gate project management model, responsibility matrices, work flow diagrams, process/people flowcharts, and project scheduling software.

Many of Runzheimer's corporate consulting engagements follow a tested consultation process:

- Step 1 – Review of client background materials
- Step 2 – Kick-off meeting (review expectations, timelines, communication protocol and needs, “political” sensitivities, etc.)
- Step 3 – On-site fact-finding (interviews, focus groups, process analysis, etc.)
- Step 4 – Off-site fact-finding (surveys, research, data-gathering)
- Step 5 – Aggregation of information for assessment
- Step 6 – Additional fact-finding as needed
- Step 7 – Review of findings and proposed recommendations with client (a no-surprises meeting)
- Step 8 – Preparation of report
- Step 9 – Submission of report and presentation (if required)

Subsequent work undertaken for a client depends on recommendations and decisions for action. In many cases, Runzheimer assumes the task of securing the services of qualified vendors, from development of a Request for Proposal through final negotiations. Runzheimer typically phases its projects, completing an analysis with recommendations for action as the first phase. Subsequent actions focus on those recommendations selected by the client for implementation.

Core competencies include specialized data gathering, policy development, vendor selection, operational audits, benchmarking, cost audits, allowance and reimbursement programs, software system selection and assessment, and seminars/workshops/training.

## **Database Products**

Under this category, Runzheimer has included:

- *Useful Field of View (UFOV®) Assessment* – visual driver training technology that assesses and enhances driver skills and safety
- *InSight®* - driver training technology that improves visual memory and precision
- *Automated Mileage Capture* – devices that accurately capture miles driven
- *Route Optimization* – a tool that creates best-case driving routes, reducing planning time and miles driven
- *Vehicle Cost Schedules* – vehicle cost data used to develop accurate, fair, and defensible reimbursement programs
- *Household Goods Compliance Audits* – Provides a detailed, line-item invoice review of all financial aspects of a household goods transaction.
- *Homesale Compliance Audits* – An audit to ensure that third party supplier invoices issued and paid are accurate, especially in the costly areas related to a home sale.
- *End-To-End Relocation Compliance Audits* - Provides a detailed, line-item invoice review of all financial aspects of an entire relocation transaction.
- *Transferee Satisfaction Survey* - A comprehensive web-based tool that gathers transferee satisfaction feedback.

### **Useful Field of View (UFOV®) Assessment**

As the leading provider of business vehicle services, Runzheimer strives to offer its clients the most innovative solutions available to control liability risk, manage corporate costs, and provide accurate and fair vehicle reimbursements.

Numerous studies have demonstrated that poor performance, as measured by Posit Science visual training technology, can reliably predict an individual's risk of driving unsafely and his or her risk of being involved in a car crash. Runzheimer has elected to offer Posit Science's programs for assessment, visual processing and memory enhancement to help business vehicle drivers enhance their skills and safety, thus reducing the chance of accidents, injury, and liability.

Performance measured by Posit Science technology is a better indicator of crash risk than any other visual, cognitive, or motor skills test. The process begins by assessing a driver's "Useful Field of View" (UFOV). UFOV is the area over which you can quickly and accurately see details without moving your eyes or head. This visual training and assessment technology has been investigated in dozens of published studies, many funded by the National Institutes of Health.

Individuals who perform poorly on the assessment are almost twice as likely to be involved in a traffic accident as those who perform well. For example, poor performers take longer to cross intersections and start to cross later, leaving a much smaller space cushion for oncoming vehicles.

The UFOV® Assessment product provides a baseline snapshot of a driver's cognitive functioning using a standardized scale. Agencies can select minimum assessment scoring criteria to determine which drivers are to undertake driver training. Optionally, agencies could offer the assessment and training combination to all drivers, or the training only.

The UFOV Assessment® can be provided in CD-ROM format or as a downloadable file from a secure web server. Assessment scores can be transmitted via the web to a central processing and reporting facility or to an agency's own processing and reporting facility.

### *InSight®*

InSight® features five computer-based exercises that target different visual processing tasks. The exercises are scientifically designed to speed up the brain's visual processing abilities and improve visual memory, which results in improved visual working memory, better visual precision, and other cognitive improvements. The visual training technology incorporated into InSight® has been clinically proven to accurately predict driver performance and increase driving skill and safety in adults.

Each exercise focuses on a specific cognitive function as follows:

- *Bird Safari®* exercises visual precision so you can quickly spot and accurately remember details, such directions on road signs.
- *Jewel Diver®* works out your divided attention so you can track multiple moving objects, like vehicles at a busy intersection.
- *Master Gardener®* improves visual working memory which can help drivers remember landmarks, road signs, and new routes for getting to a destination.
- *Road Tour®* expands useful field of view, the area over which you can see without moving your head or eyes. This makes it easier for drivers to see more hazards on the road, such as a child darting out into the street.
- *Sweep Seeker®* improves visual processing speed which can help you keep up with quickly occurring visual events, such as merging into the flow of traffic on the highway.

Although each exercise has a primary cognitive focus, they all work out the brain in multiple ways. Overall, drivers who use InSight® experience a wide variety of benefits that include:

- A 300% increase in visual processing speed, allowing one to react quicker to what is being seen.
- A 38% reduction in unsafe driving maneuvers like unsafe lane changes.
- A 200% average increase in useful field of view—the area over which a person can see without moving his or her eyes or head—making it easier for drivers to see more hazards on the road.
- An increase in reaction time so drivers traveling at 55 mph can stop 22 feet sooner to avoid collisions.
- A 51% lower overall crash risk.
- An increase in driving confidence so individuals can drive longer, drive in difficult conditions (e.g., at night, in bad weather), and drive more frequently.

### **Automated Mileage Capture**

Runzheimer has developed several methods of automatically capturing business driver and route mileage and recording it into our secure database structure. These methods improve reporting accuracy through enabling precise mileage tracking, reduce administrative time for both drivers inputting mileage and managers reviewing/approving mileage reports, and potentially reduce expenses through elimination of potential mileage padding. In addition to business management benefits, employee satisfaction increases through more accurate payments and a simpler process to track mileage.

These tools can be used by all mobile employees. We also offer complete outsourced implementation and administration of the program, so that clients achieve maximum benefits while staying focused on core business activities.

We offer the following two options for automated mileage capture:

- **Wireless Device-Enabled Mileage Tracking:** Mileage is automatically tracked and recorded through cellular phones or PDAs (personal digital assistants) on most wireless carrier networks.
- **Connected Device-Enabled Mileage Tracking:** Mileage is automatically tracked and recorded through a mechanical device that plugs into the vehicle's cigarette lighter.

Both methods offer the same benefits to drivers and organizations alike, including:

- Ease of use — no more remembering to jot down mileage for each trip
- Improves mileage accuracy and capture
- Integrates with Runzheimer Online Mileage Log database and most contact management systems
- Increases employee productivity — less time spent with manual entry
- Provides robust intelligence about driver mileage, stop locations, and stop length
- Supports real-time text and email alerts to field employees based on needs
- Ability to add specific applications (time card, voice navigation, expense reporting, etc.) that can be integrated with most systems

Runzheimer's Automated Mileage Capture approach offers additional benefits when combined with our Route Optimization products and services (see below). However, products from each of these two suites can be ordered independently.

### Route Optimization Products and Services

Through its recent acquisition of RouteSmith, a CO-based technology services company, Runzheimer now offers several route optimization products and services to help fleets lower planning time, reduce miles driven and improve operational efficiencies. These tools can be used in conjunction with GPS tracking and communication tools, or they can operate independently.

Offered are:

- **RouteSmith® Pro:** This is a professional delivery, dispatch and route optimization software solution that allows organizations of all sizes to optimize the efficiency of dispatch centers, control fuel costs, create route mapping and more. With RouteSmith Pro's real-time Web services and advanced technology, organizations across the nation can benefit from the ability to generate optimized routes, create route-specific maps, door-to-door driving directions and track driver metrics. RouteSmith is made available as a hosted software application, and interfaces with CRM (customer relationship management) systems and ERP (enterprise resource planning) systems through the use of Web services, reducing the need to invest in costly hardware and software programs. RouteSmith Pro is designed for high volume central dispatch centers that are managing a large number of work orders and multiple drivers across multiple dispatch centers. The product interfaces with a variety of GPS tracking and communication service providers.
- **Runzheimer Route Optimizer:** This is a less robust version of the Pro product that still offers the primary benefit of optimal routing between multiple destinations. The Runzheimer Route Optimizer is designed to be used by individual drivers, so they can optimize their own individual driving routes.
- **RouteSmith® Route Optimization Web Services:** This product allows the customers' CRM or ERP solution to electronically submit data queries into the RouteSmith optimization engine via a XML web service interface. The optimized route results are transmitted electronically back to the customers system for presentation to the end user. This product offers all of the powerful benefits of route optimization without a front end user interface.

All of Runzheimer's route optimization products and services offer multiple benefits to clients and drivers alike, including:

- Reduced planning time
- Increased transaction frequency
- Lower costs (i.e., fuel, vehicle depreciation, etc.)
- Proactive destination mapping to optimize travel time and minimize fuel usage.
- Increased productivity by decreasing drive time – allowing for more time to conduct business and more deliveries/appointments.
- Expense reduction through reduced mileage and productivity gains through route optimization.
- Increased employee satisfaction through more accurate payments and a simpler process to track mileage.

### Vehicle Cost Schedules

Since 1933, Runzheimer has been the leading provider of vehicle costing services to help organizations manage use of both their fleet vehicles and employee use of personally-owned vehicles for business purposes. Today we supply over 1,200 private companies with vehicle cost data to assist in developing accurate, fair and defensible reimbursement programs. We have worked with the IRS for nearly 30 years to provide the standard business mileage rate using this same vehicle cost database. The Vehicle Cost Schedules used to develop these costs have been used in previous government contracts and we wish to formally add them to our TDRS contract.

Runzheimer continuously researches, analyzes, and compiles primary vehicle cost data. Today, these data represent the most comprehensive, objective, and reliable repository of business-vehicle data in the United States. All Runzheimer information rests upon a foundation of standardized data-gathering methods, tested survey processes, and sound statistical practices. By combining our industry knowledge with the data maintained in our databases, we are able to provide our clients the cost information and consulting expertise required to meet their business needs.

Runzheimer categorizes vehicle costs into one of two types: variable or fixed. “Variable” costs are those vehicle cost components that differ primarily based on the amount of distance the vehicle is driven. These include fuel, maintenance (which includes oil), and tires. For all variable costs, Runzheimer recognizes that the area and manner in which a vehicle is driven affects its operating performance (i.e., fuel usage, maintenance, and tire wear). Through our proprietary algorithms, we provide the ability to adjust variable costs based on classes of road surface, terrain, traffic (stop-and-go, open-highway, etc.) and climatic conditions. “Fixed” costs are those vehicle cost components that generally do not vary based on the amount of distance the vehicle is driven. These typically include depreciation, insurance, and license and registration.

Vehicle cost schedules are generated based on each client’s unique combination of vehicle type, driver locations, retention cycle, insurance coverage and numerous other parameters. The output is available in hard or soft copy and can be exported to a variety of common application formats.

### Household Goods Compliance Audits

The relocation transaction is complex and therefore compliance to policy is variable. Compliance audits are transactional in nature and include a detailed, line-item invoice review of all financial aspects of a given relocation transaction - from the client's service authorization through final invoicing issued by one or more relocation supplier(s). The standard household goods audit components cover, but is not limited to, these elements:

#### Proper Paperwork and Compliance to Support Invoice Charges

- client order authorization
- written survey/estimate
- bill of lading
- accessorial sheets or addenda
- inventory sheets (including bulky items)
- weight tickets
- third party invoices
- proper signatures are obtained from the shipper/designee

#### Track Mandatory Information

- load date
- delivery date
- date received from transportation service provider (TSP)
- date Runzheimer contacted mover with questions
- date mover response of questions
- date invoice approved by auditor
- date sent invoice in for payment
- TSP bill number
- our agency name
- DRN – documented reference number
- amount billed
- amount paid
- payment voucher number
- complete tariff authority, including item number
- TSP's taxpayer identification number (TIN)
- TSP's standard carrier alpha code (SCAC)
- auditor's authorization initials
- copy of any statement of difference sent to TSP

#### Audit of Transportation Charges

- verification of weight
  - Were weights taken within the expected 50 miles of origin/destination locations?
  - Do the weight tickets and inventory support the billed weight?
- verification of distance based upon Rand McNally Mile Marker #19
- verification of tariff used and charges utilizing Winfield Tariff Data

#### Audit of Packing, Containers, Unpacking and Verification of Services Performed

- comparison of inventory sheets - packing/container count to invoice charges
- verification with transferee when appropriate, on unpacking charges in excess of 25%, stair/long carrier, shuttles, waiting time, etc.

### Policy Compliance

- conforms with quotation
- comparison of services performed to policy parameters, agreed upon estimates, or HTOS (Household Goods Tender of Service)
- items of exception invoice, the amount charged, and proper TSP authorization

### Carrier Contract Compliance

- proper tariff used and appropriate discounts applied
- proper fuel surcharge based on load date
- proper documentation for insurance and amount charged
- accurate invoicing for peak season, fuel surcharge, etc.

We also offer this service for international relocations. Additional services provided for international HHG auditing include review of:

- Air transportation
- Ocean transportation
- Land transportation
- All related supplemental invoices
- Delivery into storage
- Local delivery out of storage

Benefits of a proper household goods compliance audit include:

- consistent recovery of monies from errors that have either completely or nearly offset all costs of the audit
- savings from reduction-elimination of the need for internal staff to audit relocation invoices; conservative estimate of \$35 per invoice for just the simplest level of audit
- savings opportunities from implementation of policy, procedure or contract improvements which will reduce, contain or avoid costs on future relocation
- savings from internal research and information gathering
- detailed invoice and audit results tracking provides relocation managers and procurement with information not otherwise available
- consistency in multi-supplier cost and performance comparisons
- consistency in data collection and integrity for drill down, analytical capabilities
- savings of time and money for elimination of internal auditing on relocation program
- documented, on-going relocation program compliance and financial responsibility

### Home Sale Compliance Audits

Organizations that relocate employees have determined it prudent to ensure that third party supplier invoices issued and paid are accurate, especially in the costly areas related to a home sale. Organizations request an independent financial audit to minimize or eliminate financial risk and have an “insurance policy,” which verifies and documents invoicing accuracy.

This financial audit is transactional in nature and includes a detailed, line-item invoice review of all financial aspects from client authorization through final invoicing by relocation supplier(s). The standard audit components include the following general provisions specific to the home sale transaction:

- receipt of all invoices issued by supplier and paid on behalf of client
- receipt/verification of all authorizations and key financial documents (refer to Home Sale Documentation section below for details)
- compliance to client’s authorized relocation policy
- compliance to client’s relocation supplier(s) service agreement(s)
- compliance with and/or application to typical industry practice
- confirmation that client’s employee’s monies have been properly accounted for
- reasonableness and accuracy of charges paid and/or invoiced to underlying suppliers; e.g., home sale appraisers, inspections, title company, repairs
- confirmation of accuracy of overall money flow accounting and final reporting between client and supplier(s)
- review of supplier revenue (fee) sources, as can be observed, from referral fees, rebates, add-ons and the like
- tracking and following up of any monies that are to be accounted for, if applicable, e.g. home sale transaction mortgage or utility escrows
- data capture/tracking of line-item transaction cost to identify areas where cost containment, reduction or avoidance might be accomplished in policy or supplier contract
- confirmation that the total amount of expenses invoiced match total amount paid by client

We wish to note that this transaction audit is *not* an audit for the following:

- gross-up calculation and payroll reporting
- tax or IRS compliance
- legal, GAAP or SAS70 compliance

The following are examples of documents typically reviewed in a home sale audit:

### Home Sale Documentation

- all acquisition, inventory management, and resale documents are required for either financial and/or process audit as specified (HUD, equity statements, mortgage payoffs, two deed verification, etc.)
- verification of property insurance
- invoices or supporting documentation on all direct costs charged to client
- evidence of payment to supplier on all file invoices
- internal accounting, financial ledgers or input/fee calculation ledgers or computer screens which track, calculate, and itemize the individual home transaction and the details of all debits and credits which can be tracked to specific invoices, including receipt of all referral fees
- cost or revenue source documents

- statement of interest charges
- copies of invoices issued to client for home sale services and supporting documentation including final property sold report
- internal audit documents for final billing to client
- policy or contract exception approval/denial log

### Deliverables

This independent transaction audit will provide confidence to client that that its home sale program is working as intended. The audit deliverables include, but are not limited to:

- documentation as to supplier invoice compliance with contracts, policies, and industry standards
- documentation on monies reconciled with relocation supplier(s) to be recovered on identified invoicing errors, if any and as appropriate
- individual or recurring issues, as appropriate, that need to be clarified or defined in the relocation management contract(s) that relate to procedures or invoicing practices that will result in improved administration, reduced risk and/or future cost savings
- management tools (e.g., policy and contract matrixes), which improve the efficiency of policy review, tracking of changes, and capabilities to management supplier contract negotiations in the future
- recommendations related to improvements in policy, process, supplier contracts and the like, resulting in cost savings/reduction/avoidance on future transactions
- information to make better informed decisions related to on-going relocation compliance audit strategy and financial risk management

### **End-To-End Relocation Compliance Audits**

Organizations that relocate employees have determined it prudent to conduct an independent, ongoing financial audit of third party supplier invoices throughout the entire spectrum of relocation transactions. End-To-End Relocation Compliance Audits are transactional in nature and include a detailed, line-item invoice review of all financial aspects of the relocation transaction from the client's service authorization through final invoicing issued by one or more relocation supplier(s).

The End-To-End Relocation Compliance Audit covers the entire suite of relocation process elements, including but not limited to:

- compliance to client authorized relocation policy; all provisions; e.g.
  - pre-move location services: home sale assistance or rental cancellation
  - post-move location services: home finding - rental or buying; national lender
  - household goods transportation
  - temporary living
  - COLA, mortgage subsidy
  - final move
  - lump sum payments: miscellaneous allowance or other
- compliance to relocation supplier(s) service agreement(s), e.g.
  - relocation management company
  - van lines
  - national lender direct bill agreements
  - temporary housing

- compliance with typical industry practice (e.g., transportation tariff) or client-specified practice (e.g., in the home sale transaction)
  - ERC (Employee Relocation Council) 11 key steps
  - two-deed requirement
- accuracy and reasonableness of charges paid and/or invoiced for each relocation service-supplier with evidence of appropriate supporting documentation
- confirmation of accuracy of overall money flow accounting and final reporting between client and supplier(s)
- review of observable supplier revenue (fee) sources from referral fees, rebates, add-ons, etc.
- review of underlying suppliers and cost structures to identify areas where cost containment, reduction or avoidance might be accomplished
- review of expense account coding for tax reporting

We wish to note that the end-to-end relocation audit is *not* an audit for the following:

- gross-up calculation and payroll reporting
- tax or IRS compliance
- legal, GAAP or SAS70 compliance

We also offer this service for international relocations, auditing similar items and possibly others (e.g., currency exchange) based on client specifications. Note that for international end-to-end audits, we do *not* audit the following:

- repatriation invoices
- on-assignment invoices

### Deliverables

A relocation compliance audit will provide confidence and verification that the relocation program is working as intended. When necessary, the audit continuously provides recommendations for corrective actions by both the client and their supplier(s).

End-to-end audit deliverables include, but are not limited to:

- documentation of the supplier's invoice compliance with contracts, policies, and industry standards
- documentation on monies reconciled with relocation supplier(s) based on identified invoicing errors
- individual or recurring issues that need to be clarified or defined in relocation management contract(s) relating to procedures or invoicing practices, which will improve administration and mitigate future risk
- management tools (e.g., policy and contract matrixes), which improve the efficiency of policy review, tracking of changes, and management of future supplier contract negotiations
- recommendations related to improvements in policy, process, supplier contracts, etc, resulting in cost savings/reduction/avoidance on future transactions
- information to make better-informed decisions related to on-going relocation compliance audit strategy and financial risk management

### Transferee Satisfaction Surveys

Runzheimer conducts surveys of our client's transferees to assess their satisfaction with various service suppliers. Through our comprehensive web-based tools and custom applications, our clients obtain timely supplier performance evaluations. Our transferee satisfaction survey services include survey design, programming, on-going administration and customized reporting.

### Survey and Reporting Design & Programming

Development and implementation of the survey and implementation plan include the following customized features:

- survey format and questionnaire consultation
- response rating scales
- e-mail notices and message texts to request employee responses (up to 3 contacts)
- auto email notifications of responses less than "good"
- structure and management of all data feeds required to manage process
- design and programming of survey response database
- design and programming of customized reports

### Ongoing Survey Administration and Support

- host and maintain secured website
- establish data feed protocols to obtain employee data (name, e-mail, policy type, homeowner/renter, etc.) to trigger initiation survey from appropriate entity
- interact with client to secure correct email addresses, etc. as needed to ensure all transferees can be surveyed
- issue surveys to transferees, follow-up notices, monitoring of responses and non-responses; schedule for issuing surveys
- monitor responses and administer auto e-mail notifications to client and suppliers when rating less than "good"
- work with client to monitor, evaluate, and make recommendations to achieve response rate targets of 70% or higher
- complete survey and database programming enhancements throughout the life of the contract
- modify and add customized reports as needed

Benefits of Runzheimer transferee satisfaction surveys include:

- client-control over supplier evaluation process versus traditional supplier control
- customized to each individual client
- single, independent, platform to measure all suppliers
  - convenient response format for transferee, resulting in better response rates
  - consistency in supplier rating criteria, which allows effective comparison between suppliers
  - provides confidence in results, in that all responses are logged and reported
- real time feedback means ability to quickly respond to transferees and manage suppliers

## Specific Capabilities

### SIN 653-3 Relocation Software, Technology and Support Services

Under this SIN, Runzheimer has included:

- *reloviewsGOV™* - An ASP hosted web-based software system that is designed to track and manage all relocation expenses and accurately compute tax gross ups for employee relocation expense reimbursements. This product is specifically tailored to the needs of Federal agencies, including RIT and WIT calculations.
- *Gross-up Express™* - A software tool for computing tax gross ups for relocating employees.
- *ServiceCoordinator™* - A software system that significantly streamlines relocation administrative processes and allows for more efficient communication with relocating employees and vendors. This tool is fully integrated with expense tracking software.
- *Expense Management Services* – Outsourcing solutions that can include tracking, monitoring and payment of relocation expenses.

#### reloviewsGOV™

This Web-based ASP (application service provider) software solution tracks all possible types of relocation and travel-related relocation expenses, including:

- Moving household goods & personal effects
- Final move expenses
- Temporary living expenses in new location
- Househunting expenses
- Selling/Leasing residence in old location
- Buying/leasing residence in new location
- Property expenses
- Other expenses

Specific services include:

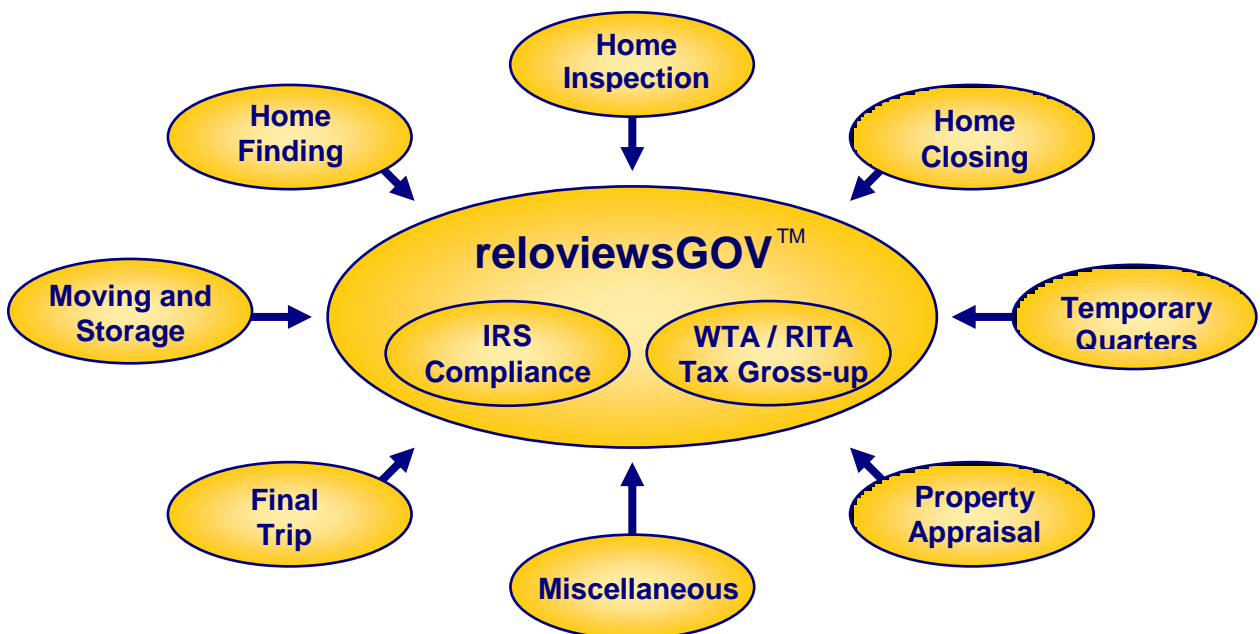
- Categorizing, tracking, and reporting all relocation expenses
- Allowing relocatees to submit, and clients to review, expense reports on-line
- Calculating Withholding Income Tax (WIT) amounts for federal, state, and local taxes
- Calculating Relocation Income Tax Allowance (RITA) or gross-up on federal, state and local taxes
- Providing necessary reports to payroll department to maintain compliance with IRS regulations
- Managing multiple relocation policies with differing spending limits and gross-up treatments
- Enforcing company expense reimbursement policies by reviewing and flagging exceptions requiring management approval
- Converting monetary figures into 68 country currencies including the euro
- Issuing standard and customized monthly reports showing categorized expenses by employee, policy type, division, or corporation
- Linking to all available state and federal tax sites providing access to important forms and information
- Exporting data to payroll and accounting systems
- Estimating "on-the-fly" taxes with and without gross-up prior to the move, allowing all parties to understand tax ramifications
- Supporting unlimited users in multiple sites
- Allowing for controls at function level
- Cross referencing payouts with general ledger

- Tracking advances and outstanding balances
- Online submission of expenses

Advantages include:

- Built-in business logic, intuitive and user friendly
- Cost effective; no hidden charges; free updates and maintenance
- Web capabilities eliminate multiple data entry
- Expert technical assistance, help desk and on-line
- Every field easily customizable
- Comprehensive built-in management reporting
- Easy creation of customized reports with Crystal Report Software
- Readily available budget information by policy and service
- No restriction on number of clients or users
- On-site and on-line training capable
- Smooth interfacing with ERP systems
- Works seamlessly with our process management solution ServiceCoordinator (see below)

This system provides the necessary reports to your payroll department to maintain compliance with IRS regulations. The comprehensive services available through this system become more apparent when graphically depicted:



All tax laws affecting relocation are continuously researched and as a result, the software is updated continuously in accordance with tax law changes impacting relocation expenses.

reloviewsGOV™ clients receive employee eVoucher online processing, a Relocation Tax Advisor™ for Federal Employees, access to weekly online training sessions, and Help Desk support.

### Gross-Up Express™

This software tool is designed to provide users with a simple mechanism for computing tax gross-ups for employee relocation expense reimbursements.

### ServiceCoordinator™

This software, which is fully integrated with expense tracking software such as relocationsGOV™, is designed to standardize and streamline relocation administrative processes, allowing administrators to focus on providing high quality service to relocating employees. Functionality includes:

- Providing relocation administrators and their management staff with a comprehensive tool for tracking information and status of all relocations
- Automating and simplifying communication steps and processes for relocation counselors, employees and vendors
- Providing 24/7 web-based tools for relocating employees, vendors, and administrators to review information pertaining to moves, receive status updates, and modify information.

*ServiceCoordinator™* tracks all aspects of the moving process for a relocating employee, including but not limited to processes associated with initiation, appraisal, destination orientation, closing, commercial real estate, home buyout, home finding, home inspection, home marketing, interim housing, inventory management, mortgage, moving and storage, etc.

### Expense Management Services

Expense Management Services: Outsourcing services that utilize expense tracking software to handle relocation expense tracking and computation of tax gross ups for employee relocation expense reimbursements.

These services include the following:

- Expense Processing (audit, approve, tax code expenses, and if requested, reimburse employees)
- Tax Withholding Compliance (calculate WTA and provide agency Finance Department with wage updates)
- Reporting (generate customized, timely reports to support HR, Payroll and Finance needs)
- Gross-up Calculations (compute RITA, W-2 updates sent to Finance)
- Relocation Tax Report (RTR, reports printed and provided to each relocating employee)
- Client Support (answer employee and management questions regarding gross-up computations or regarding the Relocation Tax Report)
- Recordkeeping (store employee relocation data for a minimum of three years)
- Direct Reimbursement of Employees: Making payments for relocation expenses directly to employees via either ACH or traditional paper checks, for up to eight (8) payments per relocation.
- Additional Policy Compliance Services: Monitoring employee expenses against agency policy and reporting any out-of-policy expenses to the agency.
- Custom Programming: Needed in situations where client's payroll and/or general ledger electronic feeds are atypical or complex.

## Pricing Schedule

### Pricing for both SIN 411-3, Transportation Consulting Consultant Services and SIN 653-3 Relocation Software, Technology and Support Services

Labor Category	Hourly Rates				
	Base Year 1 2007*	Base Year 2 2008	Base Year 3 2009	Base Year 4 2010	Base Year 5 2011
Executive Manager	\$ 202.80	\$ 210.91	\$ 219.35	\$ 228.12	\$ 237.25
Sr. Management Consultant	\$ 162.24	\$ 168.73	\$ 175.48	\$ 182.50	\$ 189.80
Management Consultant	\$ 156.14	\$ 162.39	\$ 168.88	\$ 175.64	\$ 182.66
Consultant	\$ 139.56	\$ 145.14	\$ 150.95	\$ 156.98	\$ 163.26
Project Director	\$ 105.52	\$ 109.74	\$ 114.13	\$ 118.70	\$ 123.44
Research Consultant	\$ 102.15	\$ 106.23	\$ 110.48	\$ 114.89	\$ 119.49
Project Manager	\$ 97.51	\$ 101.41	\$ 105.46	\$ 109.68	\$ 114.07
Sr. Analyst	\$ 83.38	\$ 86.72	\$ 90.18	\$ 93.79	\$ 97.54
Jr. Analyst	\$ 69.87	\$ 72.67	\$ 75.57	\$ 78.60	\$ 81.74
Administrative Assistant	\$ 44.18	\$ 45.95	\$ 47.79	\$ 49.70	\$ 51.69
Data Gatherer	\$ 30.65	\$ 31.88	\$ 33.15	\$ 34.48	\$ 35.86
Clerical/Data Entry	\$ 17.16	\$ 17.85	\$ 18.57	\$ 19.31	\$ 20.08

Labor rates for future years assume a 4% annual increase.

\*Base Year 1 begins September 6, 2006

## Other Direct Costs - Databases

In this section we provide pricing for our database products.

### Useful Field of Vision (UFOV®) Assessment\*\*

Number of Drivers**	Year 1* (2007)	Year 2 (2008)	Year 3 (2009)	Year 4 (2010)	Year 5 (2011)
1-99	n/a	n/a	\$19.00	\$19.00	\$20.00
100-499	n/a	n/a	\$18.00	\$18.00	\$19.00
500-999	n/a	n/a	\$17.00	\$17.00	\$18.00
1,000-4,999	n/a	n/a	\$16.00	\$16.00	\$17.00
5,000-9,999	n/a	n/a	\$15.00	\$15.00	\$16.00
10,000-49,999	n/a	n/a	\$14.00	\$14.00	\$15.00
50,000-99,999	n/a	n/a	\$13.00	\$13.00	\$14.00
100,000-499,999	n/a	n/a	\$12.00	\$12.00	\$13.00
500,000-999,999	n/a	n/a	\$11.00	\$11.00	\$12.00
1,000,000 or more	n/a	n/a	\$10.00	\$10.00	\$11.00

\*Year 1 September 6, 2006 – September 5, 2007

\*\* All prices are training fees per employee. Annual site license fees are available above the 10,000 driver threshold. Site License pricing is also based upon percentage of drivers using the product.

### Insight®\*\*

Number of Drivers	Year 1* (2007)	Year 2 (2008)	Year 3 (2009)	Year 4 (2010)	Year 5 (2011)
1-99	n/a	n/a	\$245.00	\$245.00	\$250.00
100-499	n/a	n/a	\$235.00	\$235.00	\$240.00
500-999	n/a	n/a	\$225.00	\$225.00	\$230.00
1,000-4,999	n/a	n/a	\$215.00	\$215.00	\$220.00
5,000-9,999	n/a	n/a	\$205.00	\$205.00	\$210.00
10,000-49,999	n/a	n/a	\$195.00	\$195.00	\$200.00
50,000-99,999	n/a	n/a	\$185.00	\$185.00	\$190.00
100,000-499,999	n/a	n/a	\$175.00	\$175.00	\$180.00
500,000-999,999	n/a	n/a	\$165.00	\$165.00	\$170.00
1,000,000 or more	n/a	n/a	\$155.00	\$155.00	\$160.00

\*Year 1 September 6, 2006 – September 5, 2007

\*\* All prices are training fees per employee. Annual site license fees are available above the 10,000 driver threshold. Site License pricing is also based upon percentage of drivers using the product.

**Automated Mileage Capture - Wireless Device-Enabled Mileage Tracking\*\***

(Note: Assumes client has voice and data plans)

<b>Number of Devices**</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
One-time set-up	n/a	n/a	\$25.00	\$25.00	\$26.00
1-99	n/a	n/a	\$18.95	\$18.95	\$19.71
100-249	n/a	n/a	\$17.95	\$17.95	\$18.67
250-499	n/a	n/a	\$16.95	\$16.95	\$17.63
500-999	n/a	n/a	\$15.95	\$15.95	\$16.59
1,000 or more	n/a	n/a	\$14.95	\$14.95	\$15.55

\*Year 1 September 6, 2006 – September 5, 2007

\*\*All prices are per device per month. If client requests integration with other data systems, fees will be quoted on a client-by-client basis using the hourly labor rates found under SIN 411-3.

**Automated Mileage Capture - Connected Device-Enabled Mileage Tracking\*\***

<b>Service Option</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
One-time purchase	n/a	n/a	\$75.00	\$75.00	\$78.00
Ongoing Tracking	n/a	n/a	\$9.50	\$9.50	\$9.88
Replacement Fee ***	n/a	n/a	\$200.00	\$200.00	\$208.00

\*Year 1 September 6, 2006 – September 5, 2007

\*\*Ongoing tracking prices are per device per month. If client requests integration with other data systems, fees will be quoted on a client-by-client basis using the hourly labor rates found under SIN 411-3.

\*\*\* For lost or defective devices out of warranty.

**RouteSmith® Pro\*\***

<b>One-Time Set-up Number of Devices</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
1-99	n/a	n/a	\$500- 5,000	\$500- 5,000	\$520- 5,200
100-199	n/a	n/a	\$500- 10,000	\$500- 10,000	\$520- 10,400
200-399	n/a	n/a	\$500- 10,000	\$500- 10,000	\$520- 10,400
400-499	n/a	n/a	\$500- 10,000	\$500- 10,000	\$520- 10,400
500 or more	n/a	n/a	\$500- 10,000	\$500- 10,000	\$520- 10,400
<b>Ongoing Tracking Number of Devices</b>					
1-99	n/a	n/a	\$64.95	\$64.95	\$67.55
100-199	n/a	n/a	\$54.95	\$54.95	\$57.15
200-399	n/a	n/a	\$44.95	\$44.95	\$46.75
400-499	n/a	n/a	\$34.95	\$34.95	\$36.35
500 or more	n/a	n/a	\$24.95	\$24.95	\$25.95

\*Year 1 September 6, 2006 – September 5, 2007

\*\*Ongoing tracking prices are per device per month. Exact fees will be determined once client-specific set up requirements are finalized.

**Runzheimer Route Optimizer**

<b>Services</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
<b>One-time Set-up</b>	n/a	n/a	\$0.00	\$0.00	\$0.00
<b>Ongoing tracking</b>	n/a	n/a	\$5.00	\$5.00	\$5.20

\*Year 1 September 6, 2006 – September 5, 2007

\*\*Ongoing tracking prices are per device per month.

**Route Smith® Route Optimization Web Services\*\***

<b>Services</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
<b>One-time Set-up</b>	n/a	n/a	\$500- 5,000	\$500- 5,000	\$520- 5,200
<b>Ongoing services</b>	n/a	n/a	\$0.10	\$0.10	\$0.104

\*Year 1 September 6, 2006 – September 5, 2007

\*\*Ongoing service prices are per route. Exact fees will be determined once client-specific set up requirements are finalized.

### Vehicle Schedule Costs

<b>Number of Vehicles</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
1-99	n/a	n/a	\$215.00	\$215.00	\$223.60
100-199	n/a	n/a	\$208.00	\$208.00	\$216.32
200-399	n/a	n/a	\$200.00	\$200.00	\$208.00
400-999	n/a	n/a	\$190.00	\$190.00	\$197.60
1,000 or more	n/a	n/a	\$174.00	\$174.00	\$180.96

\*Year 1 September 6, 2006 – September 5, 2007

For all auditing services below, unless otherwise requested, audited invoices will be transmitted to the client by regular mail. If overnight delivery is requested, a standardized fee of \$15 per batched shipment will be charged.

**Domestic Household Goods Compliance Audits (100% of Transactions)**

Item	Year 1* (2007)	Year 2 (2008)	Year 3 (2009)	Year 4 (2010)	Year 5 (2011)
Audit Management Fee (one-time)**	\$2,500.00	\$2,600.00	\$2,704.00	\$2,812.16	\$2,924.65
Household Goods Compliance Audits (per file)	\$70.00	\$72.80	\$75.71	\$78.74	\$81.89

\*Year 1 September 6, 2006 – September 5, 2007

\*\*Includes policy review (up to 4), supplier contract review (2), and audit preparation. Additional fees include: \$750 per additional policy; \$750 per additional supplier.

**Domestic HomeSale Compliance Audits (100% of Transactions)**

Item	Year 1* (2007)	Year 2 (2008)	Year 3 (2009)	Year 4 (2010)	Year 5 (2011)
Audit Management Fee (one-time)**	\$2,500.00	\$2,600.00	\$2,704.00	\$2,812.16	\$2,924.65
HomeSale Compliance Audits (per file)	\$425.00	\$442.00	\$459.68	\$478.07	\$497.19

\*Year 1 September 6, 2006 – September 5, 2007

\*\*Includes policy review (up to 4), supplier contract review (2), and audit preparation. Additional fees include: \$750 per additional policy; \$750 per additional supplier.

**Domestic End-To-End Relocation Compliance Audits (100% of Transactions)**

Item	Year 1* (2007)	Year 2 (2008)	Year 3 (2009)	Year 4 (2010)	Year 5 (2011)
Audit Management Fee (one-time)**	\$5,000.00	\$5,200.00	\$5,408.00	\$5,624.32	\$5,849.29
Homeowner Audit (per file)***	\$650.00	\$676.00	\$703.04	\$731.16	\$760.41
Renter Audit (per file)	\$300.00	\$312.00	\$324.48	\$337.46	\$350.96

\*Year 1 September 6, 2006 – September 5, 2007

\*\* Includes policy review (up to 4), supplier contract review (up to 4), and audit preparation. Additional fees include: \$750 per additional policy; \$750 per additional supplier.

\*\*\*Additional fees include: \$150 per homeowner process audit including 11 key steps and 2-deed review.

**International Household Goods Compliance Audits (100% of Transactions)**

<b>Item</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
Audit Management Fee (one-time)**	\$3,000.00	\$3,120.00	\$3,244.80	\$3,374.59	\$3,509.58
Household Goods Compliance Audits (per file)	\$130.00	\$135.20	\$140.61	\$146.23	\$152.08

\*Year 1 September 6, 2006 – September 5, 2007

\*\*Includes policy review (up to 4), supplier contract review (2), and audit preparation. Additional fees include: \$750 per additional policy; \$750 per additional supplier; \$70 per incident for delivery out of storage (non-local); \$10 per invoice for permanent storage invoice handling, auditing & tracking.

**International HomeSale Compliance Audits (100% of Transactions)**

<b>Item</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
Audit Management Fee (one-time)**	\$2,500.00	\$2,600.00	\$2,704.00	\$2,812.16	\$2,924.65
HomeSale Compliance Audits (per file)	\$425.00	\$442.00	\$459.68	\$478.07	\$497.19

\*Year 1 September 6, 2006 – September 5, 2007

\*\*Includes policy review (up to 4), supplier contract review (2), and audit preparation. Additional fees include: \$750 per additional policy; \$750 per additional supplier.

**International End-To-End Relocation Compliance Audits (100% of Transactions)**

<b>Item</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
Audit Management Fee (one-time)**	\$5,000.00	\$5,200.00	\$5,408.00	\$5,624.32	\$5,849.29
Audit Fee (per file)***	\$850.00	\$884.00	\$919.36	\$956.13	\$994.38

\*Year 1 September 6, 2006 – September 5, 2007

\*\* Includes policy review (up to 4), supplier contract review (up to 4), and audit preparation. Additional fees include: \$750 per additional policy; \$750 per additional supplier. This service does not include audits of repatriation invoices or on-assignment invoices.

\*\*\*Additional fees include: \$150 per homeowner process audit including 11 key steps and 2-deed review.

**Domestic/International Transferee Satisfaction Surveys (100% of Transferees Contacted)**

<b>Item</b>	<b>Year 1* (2007)</b>	<b>Year 2 (2008)</b>	<b>Year 3 (2009)</b>	<b>Year 4 (2010)</b>	<b>Year 5 (2011)</b>
Audit Management Fee (one-time)**	\$3,500.00	\$3,640.00	\$3,785.60	\$3,937.02	\$4,094.50
Transferee Sat. Survey (per transferee)	\$28.00	\$29.12	\$30.28	\$31.50	\$32.76
Price if combined with other audit product	\$23.00	\$23.92	\$24.88	\$25.87	\$26.91

\*Year 1 March 12, 2008 – March 11, 2009

\*\*Includes customized survey design and programming within standard parameters. Additional fees will be quoted individually for more detailed customization based on a specified number of labor hours per labor category in accordance with the standard labor rates posted in our TDRS contract.

## Pricing for SIN 653-3 Relocation Software, Technology and Support Services

<b>ReloviewsGOV Software Licensing Fees</b>					
<b>License/Service</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Setup, programming, training – first 3 hours*	\$550.00	\$572.00	\$594.88	\$618.68	\$643.42
Setup, programming, training – each additional hour	\$185.00	\$192.40	\$200.10	\$208.10	\$216.42
Fee per software licenses for the first 200 licenses/year**	\$95.00	\$98.80	\$102.75	\$106.86	\$111.14
Fee per software licenses for the 201 <sup>st</sup> -1500 <sup>th</sup> licenses/year**	\$90.00	\$93.60	\$97.34	\$101.24	\$105.29
Fee per software licenses for the 1501 <sup>st</sup> license and beyond/year**	\$85.00	\$88.40	\$91.94	\$95.61	\$99.44

\*Travel and expenses additional.

\*\* Each license contains eVoucher online processing, Relocation Tax Advisor, weekly online training courses, and hotline support.

<b>Gross Up Express Software Licensing Fees</b>					
<b>License</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Setup, programming, training – first 3 hours*	\$550.00	\$572.00	\$594.88	\$618.68	\$643.42
Fee per software license/year**	\$64.00	\$66.56	\$69.22	\$71.99	\$74.87

\*Travel and expenses additional.

\*\* Each license contains eVoucher online processing, Relocation Tax Advisor, weekly online training courses, and hotline support.

<b>ServiceCoordinator Software Licensing Fees</b>					
<b>License/Service</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Setup, programming, training – first 3 hours*	\$550.00	\$572.00	\$594.88	\$618.68	\$643.42
Setup, programming, training – each additional hour	\$185.00	\$192.40	\$200.10	\$208.10	\$216.42
Fee per software licenses for the first 200 licenses/year**	\$95.00	\$98.80	\$102.75	\$106.86	\$111.14
Fee per software licenses for the 201 <sup>st</sup> to 1500 <sup>th</sup> licenses/year**	\$80.00	\$83.20	\$86.53	\$89.99	\$93.59
Fee per software licenses for the 1501 <sup>st</sup> license and beyond/year**	\$67.50	70.20	\$73.01	\$75.93	\$78.97

\*Travel and expenses additional.

\*\* Each license contains eVoucher online processing, Relocation Tax Advisor, weekly online training courses, and hotline support. Price reductions are available for renters (in lieu of homeowners).

<b>ASP Hosting Fees*</b>					
	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Cost per License per Year	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00

\*Applies for a 3-year storage period. Data can be converted at that point for a fee or purged from the system.

<b>Expense Management Services</b>					
<b>Service</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>Full move cost tracking</b>					
1 – 5 relocations per year, cost per move	\$600.00	\$624.00	\$648.96	\$674.92	\$701.92
6 – 50 relocations per year, cost per move	\$550.00	\$572.00	\$594.88	\$618.68	\$643.42
> 50 relocations per year, cost per move	\$500.00	\$520.00	\$540.80	\$562.43	\$584.93
<b>Lump Sum Management Only</b>	\$235.00	\$244.40	\$254.18	\$264.34	\$274.92

<b>Direct Reimbursement of Employees</b>					
<b>Service</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Cost per relocation (8 check maximum)	\$235.00	\$244.40	\$254.18	\$264.34	\$274.92
Each Additional Check	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00

<b>Additional Policy Compliance Services</b>					
<b>Service</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Cost per relocation	\$280.00	\$291.20	\$302.85	\$314.96	\$327.56

<b>Custom Programming</b>					
<b>Service</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Cost per hour*	\$185.00	\$192.40	\$200.10	\$208.10	\$216.42

\*Travel expenses will be billed on a project-by-project basis in accordance with all relevant FTR regulations.

<b>LCS – Living Costs Standards Report</b>					
<b>Service</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
1 through 10 lines	\$373.15	\$388.08	\$403.60	\$419.74	\$436.53
11 through 50 lines	\$319.07	\$331.83	\$345.11	\$358.91	\$373.27
51 through 100 lines	\$275.81	\$286.84	\$298.31	\$310.24	\$322.65
101 through 150 lines	\$232.54	\$241.85	\$251.52	\$261.58	\$272.04
151 through 200 lines	\$189.28	\$196.85	\$204.73	\$212.92	\$221.44
Over 200 lines	\$167.65	\$174.35	\$181.33	\$188.58	\$196.13

Option Years: Pricing for all Option periods will assume an annual 4% inflation factor.