Special Item Number (SIN) 541511T
Employee Relocation Management Software
Requirements
10/1/19

Contents

SIN Description

SIN: 541511T Employee Relocation Management Software
NAICS: 541511

OPEN TO ALL SOURCES

1. General Requirements

The Contractor shall provide relocation software, systems and technology tools to help agencies track, manage and report on the costs of their employee relocation programs. Such systems and software are known as cost management systems (CMS) and also as expense management systems. CMS shall capture the cost related information and may capture additional information that will be helpful in managing the relocation program.

The Contractor shall also provide attendant support services.

Vendor-provided solutions must be flexible and demonstrate an ability to improve processes; adjust to requests from stakeholders; simplify and consolidate financial data and application processes; and have best business practices built into the solution. The solutions and services provided must be able to integrate with agency systems, including payroll, human resources, e-Gov Travel, Defense Travel System, budget tracking, payment and financial statement systems.

The Contractor shall provide mapping, integration, and implementation support services in conjunction with their CMS solution.

The Contractor shall provide products and services necessary to enable the Government to streamline their ability to manage a wide variety of relocations (e.g., employee relocations, record relocations, library relocations, etc.). This includes, but is not limited to, providing:

o Commercial relocation software	o Installation	o Policy analysis
o Proprietary relocation software	o Customer service support	o Interfaces
o Application service provider	o Help desk	o Reports
o Consultative services	o Training	o Database management
o Expense management services	o Requirements analysis	o Deployment
o Outsourced solutions		

The Contractor's CMS and support services shall capture data elements from the following general areas:

o Relocation Policy	o Accounting Information
o Transferee Profile	o Transferee Claim Process
o Relocation Authorization	o Vendor (Service Provider)
o Tax Processing Information	o Invoice Process
o Relocation	o Payment Approval Process
	o Workflow Process

For full list of what may be required by Agencies to customize reports, See *Exhibit 1* at the end of this document for Government Relocation Advisory Board (GRAB) listing of data elements. The key to GRAB is set forth below:

A = Aggregated Data (generally number counts and/or dollar amounts agency-wide)
R = Required (in Cost Mgmt Sys -CMS)
O = Optional (in CMS)
D = Derived Data Element
M = Multiple Data Elements (2 or more Data Elements) E = Established Elsewhere

2. Reporting Requirements

The Contractor shall:

A. Provide all reports (web based, electronically, hardcopy or as requested) on contract usage that it offers commercially.
B. Include all transactional information paid by all forms of payment, including but not limited to, the Government Purchase Card, in all reports under its contract.
C. Provide Government agencies with standard commercial and custom reports as requested. This includes, but is not limited to, the number of passengers and packages transported by day and time; passenger lists; mileage; etc. The Contractor shall identify commercial reports that are available to enhance an agency's ability to manage its employee relocation program. Reports should be available on a monthly, quarterly and yearly basis, and have the ability to roll up data at an aggregate level for the agency.
D. **Frequency**. Reports are due quarterly in accordance with the following schedule.

Service Provided Between	Services Report Due to GSA By
January 1 and March 31	April 30
April 1 and June 30	July 30
July 1 and September 30	October 30
October 1 and December 31	January 30

E. **Submission Instructions.**

- The information shall be provided in an electronic commercial format readable in Microsoft Excel 2010.
- The report shall be:
  a. Uploaded into the Sales Reporting Portal (SRP) https://srp.fas.gsa.gov/ **as an attachment** to the contractor's quarterly IFF and sales reporting. **AND**
  b. E-mailed to **relocation.programs@gsa.gov**

  The Email Subject Line must read: **Quarterly Employee Relocation Services Report, by Agency**

  The Email content must include:
  o GSA Contract Number;
  o Company's Name; and
  o The Special Item Number (SIN)

Required Data Fields.

The Contractor shall use the reporting template provided by the GSA Program Office (ERRC).

This expenditure report shall support the IFF reported for the quarter. The Move Management Activity Report must include the following data fields:

a) Agency Identifier Code
b) Agency Name
c) SIN
d) Service Type (Relocation Technology, Support Services, etc)
e) Fee charged
f) Invoice Amount
g) Invoice Date

F. **Failure to Submit Reports.** The failure to submit a report in two (2) consecutive quarters and or three (3) of four (4) quarters may result in negative evaluation when considering performance rating for renewing options and may result in termination of the Contract. Contractors with contracts on file for this SIN **are required to submit a report even if no services were provided during the quarter.**

G. **Fraudulent Use:** The Contractor shall provide the GSA Contracting Officer a quarterly report listing any suspected fraudulent use of its GSA Schedule contract by authorized or unauthorized users (e.g. using the Schedule for personal use vs. official government purposes). Contractors may report suspected fraudulent use to the GSA Contracting Officer at any time.

The Contractor shall include such information that would identify the possible fraud that occurred. The information, if applicable, should include the name of the agency, account number if applicable, name and address of account, point of contact and phone number for the account, billing and payment information, the reason why it suspects fraudulent use, and any action taken by the Contractor. The Contractor shall provide any other additional relevant information. The Fraudulent Use report information section is included in the required expenditure reporting template provided by the program office.

3. Specific Requirements

The Contractor services, resources, and capabilities required shall include, but may not be limited to:

- Information technology services and support capabilities;
- Federal relocation process and relocation management expertise;
- Implementation planning and support for Federal agencies;
- Training; and
- Customer support (including relocation functional support, technical support for related IT problems, and assistance with relocation arrangements).

The Contractor shall comply with the Federal Travel Regulation and other applicable Federal travel regulations in effect on the date of contract award and any subsequent amendments thereto on their effective date unless otherwise specified by the Government. Chapter 302 of the FTR governs relocation allowances and is available for review on the Internet to assist industry in understanding the Federal framework that will need to be integrated with any solution set delivered.

The Contractor shall provide controls to prevent the creation of duplicate relocation documents.

The Contractor shall provide for an audit trail on historical data that identifies input, correction, amendment, cancellation and approval.

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The Contractor shall work and coordinate with Government subject matter experts and other relocation partners (e.g., the relocation vendor service provider, the e-Gov Travel service provider, etc.);

The Government shall own all federal data generated by and/or stored in the CMS.

The Contractor shall generate, record, store, and report financial accounting data related to relocations. The Contractor shall ensure computational capabilities of the products and services are complete and accurate.

The Contractor shall secure and protect data in accordance with the requirements stated herein (e.g., Privacy Act, etc.) and in accordance with industry standards. This includes physical, data, access security, and encompasses all aspects of security. The Contractor shall incorporate the security requirements of the contract in all subcontracts that support this effort. The Contractor may be required at the task order level to provide greater levels of security.

Section 508 of the Rehabilitation Act of 1973, as amended, requires the Government to ensure that Federal employees with disabilities have access to and use of services, information, and data that is comparable to that of employees without disabilities unless an undue burden would be imposed on the agency.

In accordance with FAR 39.203(c), the Government is interested in services that meet the accessibility standards of 36 CFR 1194. The goal for this contract is to provide equivalent access to Electronic and Information Technology (EIT) resources to all users regardless of disabilities. The Contractor shall meet applicable accessibility standards of 36 CFR 1194 that can be met with supplies, services, or assistive technologies that are available in the commercial marketplace.

The Contractor shall track a wide variety of relocation expenses such as house hunting; temporary housing; en route travel; moving; real estate; taxes; etc. The Contractor shall ensure products and services delivered under this contract enable the end user and the agency to comply with the Federal Travel Regulation Chapter 302.

The Contractor shall ensure that data elements are captured once. As an example, feeds from payroll or personnel files shall provide salary, social security number, job title, etc. CMS data elements shall capture the following allowance categories:

o House-hunting	o Storage of HHG
Trip Report	o Auto Move
o Temporary Living	o Mobile Home Shipment
o En-route (Final Move)	o Home Sale
o Family Travel	o Home Purchase
o Miscellaneous Expense Allowance	o Tax Allowance

A listing of data elements as defined by the Board are provided as Exhibit # 1. All cost information must pass through and be included in the cost management software. This is required for tax reporting and the calculation of the tax allowance.

The Contractor shall make relocation data available to the GSA for oversight in accordance with the FTR, and any other specific information GSA may require for a reporting period.

The Contractor shall comply with records retention requirements established by the National Archives and Records Act and Internal Revenue Service regulations as applicable.

The Contractor shall provide basic customer support (i.e., a help desk) from 8:00 A.M. to 9:00 P.M. Eastern Time, Monday through Friday (excluding Federal holidays). Customer support shall meet all requirements specified herein for functional and technical support, and the price for which shall be included in the applicable fees. Basic customer support shall consist of on-line and phone-in Help Desk

support with single "focal points" that direct users to the appropriate type of support (e.g., technical, software, relocation arrangements, etc.) required to resolve their questions, issues, problems, or needs. For online customer support, this means a single e-mail address, instant messaging address, portal hyperlink, etc. For phone-in support, this means a single, domestic toll free customer service phone number and a single, toll free domestic facsimile number. Phone-in support shall accommodate collect calls for overseas customers. The Contractor shall route online and phone-in support requests quickly and efficiently.

The Contractor shall provide basic training on the products and services provided, and the price for which shall be included in the applicable fees.

Ordering agencies may require that the products and services delivered be tested prior to implementation to ensure successful performance and interface with agency systems.

4. Integration Requirements

Information maintained within a CMS coming from a source system or information from the CMS processed to another system should be captured or sent through automated interfaces. CMS shall be able to integrate and interface with other Government systems including the following:

- o Human Resource Systems eMail and Messaging Systems Payroll Systems
- o Payment Systems (both Vendor and Employee)
- o Financial Systems (including budget/obligation/accounting systems) Reporting Databases
- o E-GOV Travel
- o Dept. of Defense Travel Systems
- o External third party systems via industry –recognized standard data output

Until such time as there is a Government-wide standard interface that describes how the CMS interacts with other systems such as a payroll system or how W2 and tax reporting should be handled, the Contractor shall work with each ordering agency and entered into an interface agreement that will address that agency's interface requirements. When standards are developed, the Contractor shall work with the ordering agency to move to such Government-wide standards.

Typical interfaces:

General Categories Section
- Relocation Policy
- Transferee Profile
- Relocation Authorization
- Tax Processing Information
- Relocation Budget
- Accounting Information
- Transferee Claim Process
- Vendor (Service Provider)
- Invoice Process
- Payment Approval Process
- Workflow Process

Relocation Allowance Categories Section
- House hunting Trip Report
- Trip Temporary Living
- Household Goods Move Storage of HHG
- Auto Move

- Mobile Home Shipment
- Miscellaneous Expense Allowance
- Home Sale
- Home Purchase Tax Allowance
- Enroute (Final Move)
- Family Travel

Reporting Section
- Agency and Program Management
- Outside Interests

Integration Support

The Contractor shall not be responsible under this contract to establish mappings to specific agency legacy systems and their data elements. External system owners will be responsible for developing the detailed data mapping between their data formats and the eTS standardized data input/output, and for implementing their side of the interface using the eTS application integration platform, services, and data provided.

5. Data Rights

Such cost management systems and software (CMS) and technology tools shall be subject to Contract Clauses 52.227-14, Rights in Data-General (June 1987), and 52.227-19, Commercial Computer Software-Restricted Rights (June 1987), incorporated by reference, its application applicable to products offered under this SIN.

6. Security

The Contractor and CMS shall protect the integrity, security and proper functioning of all information, databases and systems involved in the operation of the Government's relocation program(s). The Contractor shall have security measures to protect against deliberate or inadvertent loss, degradation, alteration, release or damage of information from unauthorized access or use. The Contractor shall incorporate the security requirements of the contract in all subcontracts that support this SIN.

In addition, some agencies may require a higher level of security to include personnel and physical security requirements (e.g., if the Contractor has access to government sensitive systems, there should be some level of background checks or investigation conducted for those with access). If additional security is required, the agency will specify further requirements at the task order level.

7. Definitions

Amended Value Sale: Shall mean the type of home sale transaction that occurs when the relocating Employee receives a Bona Fide Offer from a qualified buyer before the Employee has accepted a Appraised Value Offer from the Contractor. The Contractor amends its offer to match the outside sale price. If the sale to the outside buyer falls through, the Contractor's Amend Value Offer to the employee remains valid; the Contractor takes the home into inventory as an Appraised Value Sale.

Appraisal: Shall mean the process by which the anticipated sales price of a residential housing unit, using the market data approach to value, is established. Also, it shall mean the form on which the anticipated sales price is reported. The purpose of this appraisal is to establish the anticipated sales price for a relocated employee's residence and assumes an arm's length transaction. This is typically done in

accordance with the procedures in the Worldwide ERC© Appraisal Guidelines.

Appraisal Guidelines: Shall mean current Uniform Standard of Professional Appraisal Practice (USPAP) as published by the Appraisal Standards Board [(httpi/commerce.appraisalfoundation.org/html/USPAP2008/index.htm)](httpi/commerce.appraisalfoundation.org/html/USPAP2008/index.htm) and industry-accepted relocation appraisal guidelines, such as the Worldwide ERC© Appraisal Guidelines. In the event of a conflict, the terms and conditions of the contract shall prevail. Worldwide ERC® Appraisal Guidelines are included as Attachment 1 to this Statement of Work.

Appraised Value Sale: Shall mean a contract of sale accepted by a relocating Employee from the Contractor to buy the Employee's Home based upon the average of a specific number of Appraisals conducted by Designated Certified Appraisers.

Authorization: Shall mean when an agency informs the Contractor in writing or electronically that an Employee is eligible to receive contracted services.

Bona Fide Offer: Shall mean an offer from an able and willing buyer, not contingent upon the sale of the potential buyer's home and can reasonably be expected to go to settlement at its original terms and conditions within 60 days of execution of the offer agreement. The offer may contain contingencies for inspections, financing and marketable & insurable title.

Buyer Value Option (BVO): Shall mean home sale program in which no appraisals are done, nor is a guaranteed buyout offer made based on appraisals; the buy-out offer from the Contractor is based only on a Bona Fide Offer received by the employee from a qualified buyer after marketing by the employee. Once a Bona Fide Offer is received by the employee, the Contractor offers to buy the home from the employee at a price based on the outside gross sale price.

CHAMP: Shall mean Centralized Household Goods Traffic Management Program (CHAMP). GSA's tender- based personal property shipment and storage program for transportation of household goods, unaccompanied air baggage, and privately owned vehicle(s) of Federal civilian employees relocated in the interest of the U.S. Government. CHAMP utilizes the Government Domestic Household Goods Government Rate Tender (GSA500A tariff) and includes the terms and conditions of the GSA Household Goods Tender of Service (HTOS).

Contracting Officer (CO): Shall mean individual at GSA authorized and warranted to issue this contract and to make subsequent modification(s). The CO has the authority to make final determinations on matters of dispute regarding the statement of work of this contract.

Contractor: Shall mean a third party provider of relocation services where services are purchased by the government under the terms of this SOW.

CONUS: Under **CHAMP,** this term is meant to include the 48 contiguous States and the District of Columbia.

Domestic or Domestically: This is the term applied to the movement of the household goods (HHG) of relocated Government employees within the conterminous United States, including Alaska and Canada.

Employee: Shall mean an eligible Federal civilian or active duty service member of the Department of Defense.

Employee's Immediate Family: As defined in Federal Travel Regulations 300-3.1

Federal Travel Regulation: Shall mean the Federal Travel Regulation (FTR) (41 CFR Chapters 300-304) that governs travel and transportation allowances for Federal civilian employees. Chapter 302 of the

FTR governs relocation allowances and is available for review on the Internet at www.gsa.gov/ftr.

GRAB: Government Relocation Advisory Board (GRAB) listing of data elements.

Home: Shall mean a completed single-family dwelling, including a condominium or townhome, that is used as the Employee's principal residence and is the address from which the Employee commutes to his/her permanent duty station on a regular basis, including land customarily considered part of a residential lot as well as all personal property normally sold with a residence according to local custom, and that is owned by the Employee, and/or the Employee's Immediate Family.

Household Goods Move/Domestic (CONUS): Shall mean a basic move consisting of one shipment of household goods and personal effects and, when specifically authorized by the ordering agency, shipment of one or more privately owned vehicles (POVs). Under CHAMP the Canadian Territories and Alaska are considered part of Domestic and CONUS.

Household Goods Move/International (OCONUS): Shall mean a basic move consisting of one surface shipment of household goods and personal effects and, when specifically authorized by the ordering agency, one or more unaccompanied air baggage shipments and shipment of one or more POVs.

Industrial Funding Fee (IFF): Shall mean GSA's contracting and management fee that is built into the supplier's price for the services contracted under this Schedule. Contract prices charged to ordering activities include the industrial funding fee (IFF). The amount of the IFF is identified in clause 552.238-76

International: This is the term applied to door-to-door container movement of HHG in lift vans between the conterminous United States (including Alaska and Canada) and an international country or off-shore location, or between two international countries or off-shore locations.

Joint Federal Travel Regulation (JFTR) Volume 1: Shall mean the regulations in this document pertain to per diem, travel and transportation allowances, relocation allowances, and certain other allowances of Uniformed Service members (including regular and reserve components). The JFTR may be found at httpsi/secureapp2.hqda.pentagon.mil/perdiem.

Joint Travel Regulations (JTR), Volume 2: Shall mean the regulations in this Volume pertain to per diem, travel and transportation allowances, relocation allowances, and certain other allowances of DoD civilian employees. The JTR may be found at httpsi/secureapp2.hqda.pentagon.mil/perdiem.

Mobile Home: Shall mean home designed with a frame for moving from one location to another. The basic design is the determining factor. Behind the cosmetic work fitted at installation to hide the base, there are strong trailor frames, axles, wheels and tow-hitches. Additional factors include the presence of a HUD 1 sticker located on the structure, a permanent foundation, taxed as real property and financed with a FHA, VA or conventional mortgage. Modifications that may have been made to the structure after it was assembled or moved to a specific location are not relevant. Applicable state and local laws addressing the definition of mobile homes shall be considered in the interpretation of the contract. Mobile homes may also be referred to as manufactured homes.

Move: Shall mean the activities associated with the shipment and storage of an employee's personal property in connection with a relocation. More than one Commercial Bill of Lading can be issued for a move, for example an UAB and HHG shipment.

OCONUS: Please see "International"

Packing: Shall mean all costs incurred by the Contractor in handling and moving an employee's personal property, including but not limited to packing, packing materials, crating, debris removal, containers and unpacking.

Personal Property: Shall mean the employee's personal property which may consist of one or all of the following: 1) household goods; 2) unaccompanied air baggage; and 3) privately owned vehicles.

Relocation Services Coordinator (RSC): An individual within each Government agency designated as the primary liaison between that ordering agency and the Contractor.

Work/Business Days: Shall mean Monday thru Friday, exclusive of Federal holidays.

8. EXHIBIT #1 – Grab Listing of Data Elements

GRAB Listing of Data Elements	Cost Management	Outside Interests
Data Element Breakdowns (Grouped in this Table under the following headings) **General Categories Section**		
Relocation Policy Transferee Profile Relocation Authorization Tax Processing Information Relocation Budget Accounting Information Transferee Claim Process Vendor (Service Provider) Invoice Process Payment Approval Process Workflow Process **Relocation Allowance Categories Section**		
Househunting Trip Report Trip Temporary Living Enroute (Final Move) Family Travel Miscellaneous Expense Allowance Household Goods Move Storage of HHG Auto Move Mobile Home Shipment Home Sale Home Purchase Tax Allowance **Reporting Section**		
Agency and Program Management Outside Interests		
General Categories Section		
Relocation Policy – Relocation policy compliance can be managed through expense management software. Private Sector service providers can assist in establishing the Government's (or an Agency's) rules to manage compliance as transactions are entered and processed. No date elements are identified in this effort, as not enough was known at the time the data elements list was prepared. Data Elements would cover, among other things, rules and dollar limitations/parameters to help the Relocation Program staff better manage the relocation process.		

Exhibit #1

Transferee Profile–		
Transferee ID (Not Social Security Number – Due to identify theft, state laws and other security issues, agencies must have an employee number that is not the social security number. In providing access to relocation information to an outside service provider, the Transferee ID would generally be used, with in-house program staff generally having access to both the Transferee ID and the Social Security Number.)	R	
Transferee Name	R-M	
Marital Status (Single or Married)	R	
Social Security Number	R	
Retirement Plan (To determine FICA withholding)	R	
o Subject to FICA withholding (Yes/No)	R	
Old Position – Represents the position that the transferee is leaving (Blank for New Hire? Or will Government want to know some information on a New Hire? A possible need is the earnings subject to FICA withholdings. Having prior wage information for the current tax year would be useful in recapturing over withholding on FICA from the transferee. The Agency through the year-end true-up process should identify any excess FICA taxes paid. The specific FICA information is captured under the Tax Processing Information data element section.) o		
Former Agency	R	
o Former Title	R	
o Former Job Classification (use OPM standards)	R	
o Former Grade (use OPM standards)	R	
o Former Duty Station (Standard address information)	R	
New Position o		
New Agency	R	
o New Title	R	
o New Job Classification (use OPM standards)	R	
o New Grade (use OPM standards)	R	
o New Duty Station (Standard address information)	R	
Address and Contact information (departure, temporary, and destination locations for both personal and business, as needed, with phone, cell phone, fax, email address and other information as needed.	R-M	
Qualified Move Test (Mileage Test)		
o Distance from Old Residence to Old Duty Station	R	
o Distance from Old Residence to New Duty Station	R	
o Qualified Move? Yes/No	R	

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Relocation Authorization – (If possible, authorization process should be automated within the cost management system, automation to include the use of workflow capabilities to process a paperless authorization for approval. The authorization process should allow for amendments with the original authorization and each amendment recorded and accessible. The actual Relocation Authorization form may include data		
elements, such as new and old title information, that are maintained elsewhere.)		
Authorization/Amendment Number (Should consider a Government standard format and also consider impact on numbering scheme if eTravel is ever used to support transportation, lodging, and per diem on relocation travel)	R	A
Authorization/Amendment Date (the date the relocation authorization/amendment was prepared)	R	
Budget Year (the year under which the relocation will be funded)		
Budget Obligation Amount (the obligation, as amended, established for this authorization. Same as Amended Obligation Budget Amount under Relocation Budget.)	R	A
	E	
Original Authorization or Amendment (Identify which)?		
o Provide Comments, as needed	R	
Name and Title of Person who Prepared Authorization	R	
o Date Prepared	R-M	
o Office Location if needed (address format)	R	
o Contact Information (phone, cell phone, fax, email address, etc. format)	R-M	
Name and Title of Approver(s) (will need a record for each level required	R-M	
and an automated workflow that will allow the authorization to move along to each step. An automated workflow assumes a message will be sent to the party notifying them that a request is ready for their approval.)	R-M	
o Date Approved		
o Office Location if needed (address format)	R	
o Contact Information (phone, cell phone, fax, email address, etc. format.)	R-M	
	R-M	
o Status of Authorization (In-process (at what step)/approved)		
Effective Date (the effective date of the personnel action)	R	
Report Date (if different from the effective date/defaults to Effective Date)	R	
Authorization End Date (Initially a system derived date based on policy, one year after the Effective Date. This is tied to the policy. Need to allow for entering an exception. Will need override capability.)	R	
	D	
Transferee Status (New Hire, Current Employee, etc – use Standard for Government, incorporate in dropdown menu.)	R	
Homeowner/Renter Status		
Old Title (Appears in the Transferee Profile List; there should be only one	R	
data source for the information; it should not be entered twice.)	E-M	

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New Title (Appears in the Transferee Profile List; there should be only one data source for the information; it should not be entered twice.)	E-M	
Move Type (CONUS to CONUS, OCONUS to CONUS, etc – also use Standard for Government, incorporate in dropdown menu.)	R	

Exhibit #1

Reason for Relocation (Posting, Directed Reassignment, Tour Reassignment, Retirement, Other (Explain) – also use Standard for Government, incorporate in dropdown menu). Should have a standard set of Reasons for the Relocation that Agencies use Government-wide.	R	
Allow Comments to be entered		
Relocation Completion Date (Actual Close Date) Perform check to ensure	R	
each component is marked as completed. Need to allow the relocation to be reopened, as needed.	R	
Tax Processing Information –		
Transferee Salary Information (for Federal, State, Local, FICA and tax allowance needs, such as adjustments for 401K and flexible spending accounts). Note: The benefit of capturing 401K and flexible spending amounts in calculating the tax allowance is marginal. If the data is not easily captured, consideration may be given to not collecting it.	R-M	
If the transferee earned wages subject to FICA withholding for the same year prior to accepting the job with the Agency, capture the prior FICA earnings information. This information will be useful in recapturing any over withholding of FICA taxes from the transferee.	R-M	
Transferee Family Information o		
Family Member Name(s)	R-M	
o Family Member Relationship	R-M	
o Family Member Birth Date (for dependent children)	R-M	
Taxability and Reporting (expense records within the cost management software are coded for tax reporting and tax withholding and tax allowance purposes. These data elements form a part of record on all cost data.) *Note: these breakdowns need to be verified. All may not to needed within the cost management system.)		
o Non-Taxable/Taxpayer Excludable	R	
o Non-Taxable/Business Excludable	R	
o Non-Taxable/Business	R	
o Taxpayer Deductible	R	
o Taxable	R	
• Subject to Payroll Withholdings (no tax allowance)	R	
• Subject to a Tax Allowance	R	
Allow Comments to be entered		
*Source: Orion Mobility paper submitted at the January 2005 Board Meeting: "Relocation Taxation Basis- 2005 Tax Year" dated January 12, 2005		

Exhibit #1

Relocation Budget – (Need to be able to obligate funds at an individual relocation record, make adjustments throughout the relocation process, and provide a final accounting with consolidation for agency's total budget. The Government's object class structure will control how this is approached as well as an agency's need to break the obligation into more detailed components of the relocation, such as the household goods move, the sale of the former residence, etc)		

Exhibit #1

Budget at a single relocation level		
Fiscal Year (from which funding is being provided)	R	A
Original Budget Obligation Amount (Once established, this record never changes)	R	A
o Lump Sum (in lieu of all other Relocation Allowances) (Yes/No)	R	A
• If Yes, Lump Sum Amount	R	A
o If no Lump Sum, build by Budget Component		
• Contractor Service Fees (not home sale),	R	A
• Househunting Trip,	R	A
• Report Trip,	R	A
• Temporary Living,	R	A
• Enroute (Final Trip) Family Travel,	R	A
• Miscellaneous Expense Allowance,	R	A
• Household Goods Move,	R	A
• Storage of HHG,	R	A
• Auto Move,	R	A
• Mobile Home Move,	R	A
• Home Sale		
o Direct Reimbursement or Third Party Sale (contractor fee to purchase property goes here), and	R	A
• Home Purchase.	R	A
• Tax Allowance (See service provider for best approach.)	R	A
Amended Budget Obligation Amount (Initially defaults to Original Budget Obligation Amount; changes as required; track changes)	R	A
o Same breakdowns as under Original Budget Obligation	R-M	A
Expensed-to-Date Amount (against the Original Budget Obligation Amount, as Amended)	R	A
o Same breakdowns as under Original Budget Obligation Amount	R-M	A
Remaining Obligation Amount (Becomes "Zero" when relocation is closed; need to record changes to individual relocation budgets and to Agency relocation budgets components throughout the relocation process) This is a derived data element (difference between Original Budget Obligation Amount, as Amended and Expensed-to-Date Amount).	D	A
o Same breakdowns as under Original Budget Obligation	R-M	A
Allow Comments to be entered	R	A
Budget at the agency level		
Fiscal Year (from which funding is being provided)	R	A
Original Allocated Budget Amount (Agency Level)	R	A
o Refer to the Single Relocation Level Budget for breakouts under Original Budget Obligation. Breakouts may be different here, based on Agency need.	R-M	A

Exhibit #1

Amended Allocated Budget Amount (Initially defaults to Original Allocated Budget Amount; changes as required; track changes)		
	R-M	A

Exhibit #1

o Sane breakouts as under Original Allocated Budget Amount	D	A
Obligated Amount (Not Expended) – Derived Data Element Obligated	D	A
Amount (Expensed) – Derived Data Element Allocation Not Yet	D	A
Obligated – Derived Data Element Allow Comments to be entered	R	A

Accounting Information – Are advances ever allowed? Receivables needed? Will Government need to charge costs to receiving unit within Agency or charge cost to a central account within the Agency? More work here depending on answers. **Agency Accounting Data** o Data Elements to cover financial transaction coding requirements as required by the Agency including tie to Budget Object Classes (Each financial transaction/record within the cost management system will contain this information).	R-M	

Voucher Claim Process – Government should establish standard format (with flexibility to modify at the Agency level) to make the process of implementation and maintenance easier and less expensive. Also, transferee should have access to make on-line claims (with required accompanying documentations faxed or mailed to the Program staff).		
General Information for all forms (with transaction dates, amounts, and other financial transaction information)		
o Transaction ID	R	
o Transaction Status	R	
o Transaction History	R-M	
Travel Form – On Househunting Trip(s), Report Trip for the Transferee, Temporary Living Travel, and Enroute (Final Trip) Family Travel, the claim processing should be developed along the lines used by eTravel.	R-M	
This will save staff from reinventing the process. In addition, should eTravel ever be modified to support relocation, following the lead of eTravel now should make a transition down the road to eTravel as the source system for the information simpler. The breakdowns that follow are for the allowance groupings that require ties to per diem, lodging and mileage rates. Also, if eTravel is ever used as the source system for relocation travel information, less data would be required within the cost management system. This assumes that eTravel data would be easily integrated with the relocation program data for reporting purposes.		
o Applicable Per Diem Rates		
o Applicable Mileage Rates		
	R-M	
MEA Claim Form	R-M	
HHG Claim Form (for Self Moves)	R-M	
HUD Form for Real Estate Transaction(s)	R-M	
Other Forms (as Needed)	R-M	
	R-M	

Vendor (Service Provider) Invoice Processing – (Nothing done in this area. However it is handled, all relevant relocation cost information must be captured within the cost management system.)		
Payment Approval Process (within Cost Management System)– Will generally include information on names and contact information such as Date	R-M	
Made, Date Reviewed, Exceptions/Adjustment Taken, Names and Dates for Reviewed and Approval, Final Approved Amount, and Payment Dates.		
On Transferee-Generated Claims	R-M	
On Service Provider Billings	R-M	
On Policy Approvals	R-M	
Workflow Process – (Information on what's happening and what needs to be done to complete the transfer. May include messages between and among the program staff, service providers, and transferees as well as notices when payments are made or claims received or emails sent; may also involve assigning work. Government should understand what is possible with today's systems.)		
Communications and comments; Use of emails		
Relocation Allowance Categories Section		
Househunting Trip – One record for each trip taken. Lump		
Sum or Actual	R	A
If Lump Sum,		
o Lump Sum Amount	R	A
o Date Claimed	R	
o See Voucher Claim Process	R-M	
o See Payment Approval Process	R-M	
If not Lump Sum o		
Claim Amount	R	A
o See Voucher Claim Process	R-M	
o See Payment Approval Process	R-M	
Note: There was an indication that some Agencies make advances.		
o If Advance Made, Advance Amount (Payment systems may handle the advance and repayment records but a record must be maintained in the cost management system.)	R	
• Advance Balance	R	
• Advance Payments	R	
• Advance Payment Dates	R	
Allow Comments to be entered	R	
Househunting Process Complete or not required (a box is checked if process is completed or not required; will trigger a close out with Budget information on Househunting Trip if checked)	R	

Exhibit #1

ReportTrip–		
Note: For tax handling, Lodging & Transportation expenses are handled differently than Meals and other expenses on the Report Trip and Enroute (Final Trip) Family Travel.		
Lump Sum or Actual		
If Lump Sum,	R	A
Note: If done as a lump sum, there are tax consequences that are not associated with an actual claim. The Lodging & Transportation expenses in a lump sum should be reported as income but not subject to a Tax Allowance.	R	A
o Lump Sum Amount	R	A
o Date Claimed	R	
o See Voucher Claim Process	R-M	
o See Payment Approval Process	R-M	
If not Lump Sum o		
Claim Amount	R	A
o See Voucher Claim Process	R-M	
o See Payment Approval Process	R-M	
Note: There was an indication that some Agencies make advances.		
o If Advance Made, Advance Amount (Payment systems may handle the advance and repayment records but a record must be maintained in the cost management system.)	R	
• Advance Balance		
• Advance Payments	R	
• Advance Payment Dates	R	
Allow Comments to be entered	R	
Report Trip Complete or not required (a box is checked if process is	R	
completed or not required; will trigger a close out with Budget information on Report Trip if checked)	R	
Temporary Living –		
Lump Sum or Actual	R	A
If Lump Sum,		
o Lump Sum Amount	R	A
o Date Claimed	R	
o See Voucher Claim Process	R-M	
o See Payment Approval Process	R-M	
If not Lump Sum o		
Claim Amount	R	A
o See Voucher Claim Process	R-M	
o See Payment Approval Process	R-M	
Note: There was an indication that some Agencies make advances.		
o If Advance Made, Advance Amount (Payment systems may handle the advance and repayment records but a record must be maintained in the cost management system.)	R	
• Advance Balance	R	

Exhibit #1

☐ Advance Payments	R	
☐ Advance Payment Dates	R	
Alow Comments to be entered	R	
Temporary Living Process Complete or not required (a box is checked if process is completed or not required; will trigger a close out with Budget information on Temporary Living Process if checked)	R	
Enroute (Final Trip) Family Travel – (See Report Trip Above) Note: For tax purposes, Lodging & Transportation expenses are handled differently than Meals and other expenses on the Report Trip and Enroute (Final Trip) Family Travel.		
Lump Sum or Actual	R	A
If Lump Sum,		
Note: If done as a lump sum, there are tax consequences that are not associated with an actual claim. The Lodging & Transportation expenses in a lump sum should be reported as income but not subject to a Tax Allowance.		
o Lump Sum Amount	R	A
o Date Claimed	R	
o See Voucher Claim Process	R-M	
o See Payment Approval Process	R-M	
If not Lump Sum o		
Claim Amount	R	A
o See Voucher Claim Process	R-M	
o See Payment Approval Process	R-M	
Note: There was an indication that some Agencies make advances.		
o If Advance Made, Advance Amount (Payment systems may handle the advance and repayment records but a record must be maintained in the cost management system.)	R	
• Advance Balance	R	
• Advance Payments	R	
• Advance Payment Dates	R	
Allow Comments to be entered	R	
Enroute (Final Trip) Family Travel Complete or not required (a box is checked if process is completed or not required; will trigger a close out with Budget information on Report Trip if checked)	R	
Miscellaneous Expense Allowance – (Note: The Board recommended a flat amount, not subject to a tax allowance.)		
Claim Amount	R	A
See Voucher Claim Process	R-M	
See Payment Approval Process	R-M	
Allow Comments to be entered	R	
MEA Process Complete or not required (a box is checked if process is completed or not required; will trigger a close out with Budget information on MEA if checked)	R	

Exhibit #1

Household Goods – How does government handle shipments that exceed allowable limits? This list assumes that the arrangements for the excess weight takes place outside the invoices that come to Government. The only information that Government might want to track within cost management system is whether a limit was exceeded. Also, HHG systems, such as CHAMP or RMC systems capture additional data elements. Those additional data elements have not been listed here. This list is also not intended to replace the data element needs of CHAMP but rather capture in the cost management system data that would be most helpful in managing the relocation process. The extent to which data elements are captured will depend on the information already available in service provider data bases. More information on contacts and planned dates for packing, pick-up and delivery may exist in subsidiary systems. At some point, there is the benefit of diminishing returns on what is captured and what is available through contacts responsible for the service. If easy access to source systems data exists, the burden on the data elements that are maintained in the cost management system is eased. Data Elements Self Move or Contract Mover/Vendor?		
On Self Move o Claim		
Amount	R	A
o See Voucher Claim Process	R-M	
o See Payment Approval Process	R-M	
On Contractor Move		
o Vendor: Name/Location/Contact Information (* Only Vendor name is Mandatory)	*O-M	
o Vendor Source (CHAMP, RMC, Direct Contract, Other)	R	
o Bill of Lading Number	O	
o Pack Date	O	
o Ship Date	O	
o Final Delivery Date (to New Residence)	R	
o Distance from old residence to new residence (mileage from move invoice)	R	
o Gross Weight		
• Original Estimate (in lbs)	O	
• Actual (in lbs)	R	
o Exceeds authorized limits (yes/no)	O	
o Storage? (yes/no)	R	A
o Original Invoice(s) Amount (Covers Agency responsibility only- Excess costs are COD to transferee; allow for multiple invoice records with one covering packing, shipping, and delivery if done without	R	

Exhibit #1

storage, one for storage, and one covering delivery form storage)	R	
o Adjustments/Exceptions in Dollars (to Vendor Invoice)	R	
o Adjusted, Non-Discounted Charge/Tariff	R	
o Discounted Charge/Tariff		
o Invoice(s) Paid (Approved Amounts)	R	A
• Line Charges	R	A
• Storage (See next section for additional storage data elements)	R	A
• Extras (Authorized overtime, premium time, extra labor, etc)	R	A
• Other Charges (Wait time, etc)	R	
o Vendor (Service Provider) Invoice Process	R	
o See Payment Approval Process	R	
Damage Claim (Transferee's Damage Claim) (Yes/No)	*O-M	
o Insurance Vendor/Location/Contact (if different from Mover as some movers use separate insurance or if self-insured by Agency - *Only Vendor is mandatory)	R	
o Original Damage/Loss Claim (Amount)	O	
o Date Claim Made	O	
o Claim Number	R	
o Damage/Loss Claim Paid	R	
o Date Settled/Closed	R	
Allow Comments to be entered	R	
HHG Process Complete or not required (a box is checked if process is completed or not required; this check includes storage; will trigger a close out with Budget information on HHG if checked)		
Storage of HHG – This is an extension of the HHG Move data. Data elements on claims (if any) and Comments are covered under HHG		
Storage Vendor/Location/Contact (* Only Vendor name is Mandatory)	*O-M	
Original Estimate on Days in Storage	R	
Actual Date-in	R	
Actual Date-out	R	
Date HHG delivered to New Residence (from Storage)	O	
Storage Costs (first 30 days)	R	A
Storage Costs (over 30 days)	R	A
Auto Move – May use the same data elements that are used in HHG moves and fill in only appropriate elements – Just identify that this is a car move. Information below is abbreviated (look to HHG information for more).		
Storage Vendor/Location/Contact (* Only Vendor name is Mandatory)	*O-M	
Number of POV's	R	
Invoice Amount (a separate record for each POV unless shipped together)	R	A
Vendor (Service Provider) Invoice Process	R-M	
See Payment Approval Process	R-M	
Damage Claim (Transferee's Damage Claim) (Yes/No)	R	
	*O-M	

Exhibit #1

○ Insurance Vendor/Location/Contact (if different from Mover as some movers use separate insurance or if self-insured by Agency - *Only Vendor is mandatory)	R	
○ Original Damage/Loss Claim (Amount)		
○ Date Claim Made	O	
○ Claim Number	O	
○ Damage/Loss Claim Paid	R	
○ Date Settled/Closed	R	
Allow Comments to be entered	R	
Auto Move Process Complete or not required (a box is checked if process is completed or not required; will trigger a close out with Budget information on Auto Move if checked)		
Mobile Home Shipment – May use the same data elements that are used in HHG moves and fill in only appropriate elements – Just identify that this is a mobile home move. Information below is abbreviated (look to HHG information for more).		
Separate HHG shipment Authorized? (Yes/No)	R	
Storage Vendor/Location/Contact (* Only Vendor name is Mandatory)	*O-M	
Invoice Amount	R	A
Vendor (Service Provider) Invoice Process	R-M	
See Payment Approval Process	R-M	
Damage Claim (Transferee's Damage Claim) (Yes/No)	R	
○ Insurance Vendor/Location/Contact (if different from Mover as some movers use separate insurance or if self-insured by Agency - *Only Vendor is mandatory)	*O-M	
○ Original Damage/Loss Claim (Amount)	R	
○ Date Claim Made	R	
○ Claim Number	O	
○ Damage/Loss Claim Paid	O	
○ Date Settled/Closed	R	
Allow Comments to be entered	R	
Mobile Home Process Complete or not required (a box is checked if process is completed or not required; will trigger close out with Budget information on Mobile Home if checked)	R	
Home Sale –		
Note: For tax purposes, some reimbursable expenses may receive a different tax treatment. To the extent this is so, the costs will need to be split into the different groups of expenses to ensure proper tax processing and reporting.		
Transaction Type (Direct Reimbursement, Amended Value Sale, Buyer Value Option, Appraised Value Sale, Other)	R	A

Exhibit #1

On Direct Reimbursement	R	
o Sale Date	R	A
o Real Estate Sale Price	R-M	
o Transferee Claim (use HUD format in claim)	R-M	
o See Voucher Claim Process	R-M	
o See Payment Approval Process		
On Third Party Sales		
Question: Are Equity Advances ever allowed? If yes, need process to cover advance and recovery.	R	
o Date Initiated into the Home Sale Program (need to define)		
o Applicable Contract Rates	R	A
• Amended Value Fee	R	A
• BVO Fee	R	A
• Appraised Value Fee	O	
o Appraised Value (One record for each appraisal required)	O	
o Appraisal Date	R	A
o Agency Offer Price	R	A
o Transaction Type (Amended Value, BVO, or Appraised Value Sale)	R	A
o Transaction Amount (Upon which fee is determined)	R	
o Date of Sale to Service Provider	R	A
o Service Provider's fee for Sale	R-M	
o Vendor (Service Provider) Invoice Process	R-M	
o See Payment Approval Process	R	
Allow Comments to be entered	R	
Home Sale Process Complete or not required (a box is checked if process is completed or not required; will trigger a close out with Budget information on Home Sale if checked)		
Note: A Service Provider will generally have more information about the transaction within its systems used to manage that activity. The easier it is to access the data for reporting purposes in the contractor's system and integrated with the agency's data, the less of a need to carry the data element in the cost management system. Also, if there are multiple service providers, the greater the need to carry more detailed data in the cost management system to assess the impact of policy on results. The amount of optional data kept within the cost management system, is directly related to these factors.		
Home Purchase – Transferee's purchase of a residence at the new duty station. Note: For tax purposes, some reimbursable expenses may receive a different tax treatment. To the extent this is so, the costs will need to be split into the different groups of expenses to ensure proper tax processing and reporting.		
Date of Real Estate Closing	R	A
Purchase Price	R	A
Type of Closing (Reimbursement at closing through Service Provider or	R	A

Exhibit #1

Direct Claim by Transferee)		
If reimbursed through Service Provider		
o Claim Amount (use HUD format in claim)	R	
o Vendor (Service Provider) Invoice Process	R-M	
o See Payment Approval Process	R-M	
If not through Service Provider o		
Claim Amount	R	
o See Voucher Claim Process (use HUD format in claim)	R-M	
o See Payment Approval Process	R-M	
Allow Comments to be entered	R	
Home Purchase Process Complete or not required (a box is checked if process is completed or not required; will trigger a close out with Budget information on Home Purchase if checked)	R	
Note: A Service Provider will generally have more information about the transaction within its systems used to manage that activity. The easier it is to access the data for reporting purposes in the contractor's system and integrated with the agency's data, the less of a need to carry the data element in the cost management system. Also, if there are multiple service providers, the greater the need to carry more detailed data in the cost management system to assess the impact of policy on program results. The amount of optional data kept within the cost management system, is directly related to these factors.		
Tax Allowance –		
Tax Allowance Costs (for each year paid) with view of detail	R-M	
Tax Allowance Recalculation (Transferee Requested)		
o Date Request Received	R	
o Adjustment Approved? (Yes/No)		
o Adjustment Amount Paid	R	
o Date Paid	R	
Allow Comments to be entered	R	
Tax Allowance Process Complete (a box is checked if process is completed; will trigger a close out with Budget information on Tax Allowance if checked). Ninety-five percent or more of these will close the year following the year in which the relocation is completed. Some may have a further claim. Should close the 100 and allow the 5 to be reopened as needed.	R	
Reporting Section		
Agency and Program Management Reporting – Service providers generally provide many standard operational reports for use by relocation program staff. An agency often has the option of requesting additional standard reports. Below are some additional reports that the Government might use to assess the effectiveness of policy.		

Exhibit #1

Budget Status by Budget Year (with reimbursement shown by year expensed)	R-M	A-M
Storage Usage (relative to HHG moves) with trend analysis	R-M	A-M
Home Sale Information (Direct Reimbursement, Amended Value Sales,	R-M	A-M
BVO Sales, and Appraised Value Sales) with trend analysis Home Purchase Information (Reimbursements at Closing versus	R-M	A-M
Transferee Claims) with trend analysis Relocation Information (by Budget Year) – Initiations (Approved relocations) broken down into open and closed authorizations by Move	R-M	A-M
Type, Transferee Status, and Homeowner/Renter Status Tax Allowance Reporting (a subset of tax reporting) with summary information on the year-end true-up process.	R-M	
Tax Allowance – Number of relocations receiving a tax allowance against number of requests to adjust the tax allowance with trend analysis	R-M	
Outside Interests Reporting – BDR		A-M
TRIP Report		A-M

Definitions:

A = Aggregated Data (generally number counts and/or dollar amounts agency-wide)

R = Required (in Cost Mgmt Sys -CMS)

O = Optional (in CMS)

D = Derived Data Element

M = Multiple Data Elements (2 or more Data Elements)

E = Established Elsewhere