

FEDERAL SUPPLY 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 *GSA Advantage!*[™] is: <http://www.GSAAdvantage.gov>.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.

**FEDERAL SUPPLY SCHEDULE PRICE LIST
GOVERNMENTWIDE EMPLOYEE RELOCATION SERVICES*****General Services Administration*****FCXA-A3-000001-N****Schedule 653 Government-wide Employee Relocation Services****FSC Group 653****Contract number:** GS-33F-0004M**Contract period:** 08/12/2002 – 07/31/2007**Contractor's Information:**

Metrica, Inc.
8620 N. New Braunfels, Suite 603
San Antonio, TX 78217-6363
Phone (210)822-2310 or 1-800-374-6601
Fax (210)804-0836
Email: 653@metricanet.com

Contract Administrator:

Sonia Montellano, Contracts Manager
8620 N. New Braunfels, Suite 603
San Antonio, TX 78217-6363
Phone (210)822-2310 or 1-800-374-6601
Fax (210)804-0836
Email: soniam@metricanet.com

Business size: Large, Woman-Owned Business Development Center

CUSTOMER INFORMATION:

1. **Awarded special item number(s):** SIN 653-7, Move Management Services, see pricing on page 3
2. **Maximum order:** \$1,000,000
3. **Minimum order:** \$100
4. **Geographic coverage (delivery area):** CONUS, OCONUS, Global
5. **Point(s) of production (city, county, and State or foreign country):** San Antonio, Texas; Arlington, Virginia
6. **Discount from list prices or statement of net price:** Net pricing shown. All discounts deducted.
MMS Fixed Price for Domestic to Domestic Relocations: \$287.99
MMS Fixed Price for Domestic to Overseas / Overseas to Domestic Relocations: \$1,045.31
MMS Fixed Price for Overseas to Overseas Relocations:..... \$933.12
7. **Quantity discounts:** Shown in net pricing
8. **Prompt payment terms:** Net 30
- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Accepted for all purchases
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Accepted for all purchases
10. **Foreign items (list items by country of origin).** n/a
- 11a. **Time of delivery.** Metrica will adhere to schedule defined by agency purchase order.
- 11b. **Expedited Delivery.** Contact Metrica for expedited delivery.
- 11c. **Overnight and 2-day delivery.** Contact Metrica for overnight and 2-day delivery.
- 11d. **Urgent Requirements.** Contact Metrica for faster delivery.
12. **F.o.b. point(s).** Destination
13. **Ordering address.**
Metrica, Inc.
8620 N. New Braunfels, Suite 603
San Antonio, TX 78217-6363
Phone (210)822-2310 or 1-800-374-6601
Fax (210)804-0836
Email: 653@metricanet.com
14. **Payment address.**
Metrica, Inc.
PO Box 900
San Antonio, TX 78293
15. **Warranty provision.** Contractor (Metrica) warrants and implies that the items delivered hereunder are merchantable and fit the particular purpose described in this contract.
16. **Export packing charges, if applicable.** none
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).** Accept government purchase cards for amounts over \$2500 and under \$2500
18. **Terms and conditions of rental, maintenance, and repair.** n/a

19. **Terms and conditions of installation (if applicable).** n/a
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices.** n/a
- 20a. **Terms and conditions for any other services (if applicable).** n/a
21. **List of service and distribution points (if applicable).** n/a
22. **List of participating dealers.** n/a
23. **Preventive maintenance.** n/a
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants.** n/a
- 24b. **Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. Details can be found at www.section508.gov/.** Compliance for this contract is n/a.
25. **Data Universal Number System (DUNS) number.** 15-6753402
26. **Notification regarding registration in Central Contractor Registration (CCR) database.** Yes, current in the CCR.

BASIC SERVICES OFFERED

For over 10 years, Metrica has been responsible for move management and coordination of freight forwarding of household goods (HHGs) and personal effects for government employees relocating to countries in Eastern Europe, the Former Soviet Union and other locations worldwide. Metrica employs only those transportation/shipping companies that are GSA Centralized HHG Traffic Management Program (CHAMPS) contract holders and that are highly experienced in providing door-to-door (portal-to-portal) shipping and delivery services to project countries. These companies are experts in traditional ocean and air transport operations and have longstanding relationships with Metrica.

When asked to select a carrier for the ordering agency, Metrica uses cost comparison. Utilizing the Interagency Traffic Management System (ITMS) – GSA's web/CD-ROM-based HHG rate and routing system – Metrica solicits a minimum of three price quotations from participants listed on the GSA CHAMPS program's published list of participating carriers approved for international movements. Each of these approved carriers has filed published rates for the traffic lanes for which it provides service.

Services arranged by Metrica Inc. include, but are not limited to:

- Discussion of shipping process with employee (shipper)
- Identification and procurement of and origin agent/carrier
- Provision of pre-pack survey of HHGs to be shipped
- Provision of pre-pack weight estimates
- Scheduling and management of pack-out, including professional wrapping, packing, weighing and crating
- Issuance of necessary bills of lading
- Forwarding of HHGs to port of exit and monitored shipment to port of entry
- Timely updates of shipment status
- Coordination of customs clearance for HHGs
- Pickup from port of entry, arrangement of delivery and unpacking of HHGs; 24-hour advance delivery notification provided to employee

- Supervision of carrier evaluation process
- Expedited coordination of any insurance claims
- Prepayment audits

Shipment Booking.

Metrica ships HHGs and personal effects as directed by the ordering agency. Shipping procedures generally adhere to the following outline:

1. Metrica receives an order for the relocation of a government employee's HHGs and personal effects
2. Metrica issues order to subcontractor for CHAMPS move
3. Where published rates are not available, the approved CHAMPS carrier may provide a "One Time Only" (OTO) rate in accordance with CHAMPS program policy
4. Metrica evaluates rate quotations and determines the best value for award
5. Metrica notifies the ordering agency of the carrier that has been selected to perform the move
6. The approved CHAMPS carrier contacts the employee to arrange for a pre-pack survey and packing dates
7. Metrica monitors all aspects of the moving process via a pre-approved format for status reporting

To prepare shipping documents, Metrica uses an automated system that was installed and is maintained by the Express Mail Service. This system greatly expands the quantity of mail that can be processed in a given amount of time and increases the accuracy of form preparation. Metrica can also determine the status of any shipment in just minutes by utilizing an electronic connection to the carrier's computer tracking system.

Storage in Transit.

When authorized in writing by the ordering agency, Metrica can organize temporary storage – following CHAMPS rules and procedures – as required, for employee HHGs. Only storage facilities operated by carriers or independent contractors with whom Metrica has worked in the past will be used when storage is necessary. Once made aware that temporary storage is required, Metrica makes every effort to ensure that the company storing the goods will allow for easy retrieval by the employee. For storage exceeding 180 days, Metrica determines the condition of the employee's property in the event a claim needs to be filed, and to protect the employee's rights to the property.

Carrier Evaluation

Metrica requires carriers to use the GSA Form 3080, Household Goods Evaluation Report, to ensure that the employee and the ordering agency are satisfied with the services rendered. Metrica also maintains a quality assurance plan to ensure efficient evaluation of subcontractors based on cost and service performance. Results are used to determine future bookings with favorable carriers.

Service Performance Audit, Prepayment Audit and Standards

Metrica maintains steady communication with its service providers, requiring any additions or exceptions to an order to be reported to the Program Manager immediately upon identification. Therefore, significant changes to orders must be evaluated and approved prior to being acted upon.

Compliance with the Prompt Payment Act is required for other Federal Government contracts Metrica holds, and this requirement supports the standard that Metrica already has in place for billing and payment performance. The Company establishes target dates for the timely completion and submission of all billing. Maintaining quality support from service providers demands continuous monitoring of performance and careful reviews of invoicing documents. In the rare instance that a problem arises, Metrica provides rapid response assessment and correction through its Program Manager.

Customer Service

Customer service is the foundation of each successful move. Metrica employs measures to ensure a timely and appropriate response to issues that invariably arise during a move. Metrica closely monitors each step and will act if intervention becomes necessary.

ADDITIONAL SERVICES**Employee Pre-Move Counseling**

Metrica offers pre-move counseling with employees to discuss practices affecting their moves. Counseling includes information on the services available to the employee and well as charges the employee might be responsible for paying. Weight limitations are clearly stated and provided to each employee in writing. Metrica works closely with the ordering agency to provide a customized relocation package designed to meet the requirements of every employee's situation.

Preparation of Shipment/Invoicing Documentation

Metrica is experienced in handling shipment documents. Document copies are kept on file at Metrica and are available to the ordering office and employee as required. One consolidated bill is provided to the ordering agency as specified.

On-Site Quality Control Service

At the request of the ordering agency, Metrica will provide an on-site inspection at the origin/destination residence at time of pickup/delivery. Metrica staff will assist the employee with review of the inventory documents and completion of the receiving documents.

Quality Assurance Plan

Metrica has considerable experience in managing contracts through the use of Quality Assurance plans for performance monitoring. When requested by the ordering agency, Metrica will provide a Quality Assurance plan customized to meet the requirements of each particular order.

Claims Preparation, Filing, and Settlement Assistance

Metrica has significant experience with the preparation of claims, filing of claims, and settlement offers. Claims are processed in a timely fashion by a competent and experienced staff.