



VCU

Procurement Services

CONTRACT RENEWAL

DATE: September 11, 2024

CONTRACT TITLE: Moving and Relocation Services

CONTRACT NO: C0000249

NEW START DATE: October 1, 2024

NEW END DATE: September 30, 2027

RENEWAL NUMBER: 2 of 2

CONTRACTOR: Long & Foster Real Estate Inc

PRICING:

Select one of the options below.

- ☒ Pricing remains the same as the previous contract period.
- ☐ Attached is the revised pricing in accordance with the contract terms.

All other terms and conditions shall remain unchanged and in full force and effect.

RESPONSE:

Long & Foster Real Estate Inc

Name of Firm

Renee Lane Daniels

Signature

Renee Lane Daniels

Name Printed

Relocation Director

Title

9/13/2024

Date



Procurement Services

September 10, 2021

Allison O'Brien
Long & Foster Companies
8411 Patterson Avenue
Richmond, VA 20151
ALLISON.O'BRIEN@longandfoster.com

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #: 8159127CK/C0000249
Renewal No.: 1 of 2
Current Purchase Order: N/A

Dear Ms. O'Brien:

Your firm's contract with Virginia Commonwealth University (VCU) for Moving and Relocation Services expires on September 30, 2021. VCU intends to exercise the renewal of this contract in accordance with:

- Section XXIII, Item G of Contract #: 8159127CK;

Your signature constitutes your firm's acceptance of this renewal. Services shall be provided in accordance with the contract for the renewal period: October 1, 2021 through September 30, 2024.

☒ Pricing/packages remains the same as the previous contract period.

☐ Attached is the revised pricing/packages in accordance with the contract terms.

Please return this document to me no later than September 15, 2021. Your response should be e-mailed to me at ckersey2@vcu.edu. If you have any questions, please contact me at (804) 828-0163.

Sincerely,

Christopher C. Kersey, CPPB, CUPO
Procurement Category Manager
Virginia Commonwealth University

Contract #: 8159127CK/C0000249

RESPONSE:

Long & Foster
Name of Firm

Allison M. O'Brien
Signature

Allison M. O'Brien
Name Printed

Vice President, Business Development
Title

9/13/21
Date



Procurement Services

COMMONWEALTH OF VIRGINIA STANDARD CONTRACT

Contract Number: 8159127CK

This Contract entered into by Long & Foster Companies, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Commonwealth University, called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

PERIOD OF PERFORMANCE: From the execution of the contract by both parties through three (3) years with up to two (2) successive three (3) year renewal options.

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the Purchasing Agency as set forth in the Contract Documents.

The Contract Documents shall consist of the following, and in the event of any conflict or inconsistency between the provisions of the Contract Documents, such conflict or inconsistency shall be resolved by giving precedence in the following order:

- (1) This signed form;
- (2) The Negotiated Modifications, Clarifications, and Additions to the Contract dated September 24, 2018; and
- (3) The Request for Proposals # 8159127CK dated June 27, 2018; and
- (4) The Contractor's Proposal dated July 13, 2018.

All of which documents are incorporated herein by reference.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

Long & Foster Companies

By: Allison M. Olsen

Name Printed: Allison M. Olsen

PURCHASING AGENCY:

Virginia Commonwealth University

By: [Signature]

Name Printed: Mark E. Roberts

Title: VP Business Development

Date: 9/25/2018

Title: Interim Director, Procurement Services

Date: 10/1/18

NEGOTIATED CLARIFICATIONS, MODIFICATIONS, AND ADDITIONS TO CONTRACT

Date: September 24, 2018

RFP #: 8159127CK, Moving and Relocation Services

Purchasing Agency and Contractor agree as follows:

Contractor will submit a bi-annual report; a summary of program activity occurring between January-June should be submitted by August 1. Activity occurring between July-December should be submitted by February 1. Reports to be submitted to a future designated group.

Contractor will host or attend annual meetings, to occur on a mutually agreeable date, for the purpose of coordination.

This contract will be cost neutral; no funds would change hands between the Contractor and buyer.

This contract will not include marketing fees, service fees, per-transaction fees, or other fees for the buyer or Contractor.

If the Contractor wishes to make a voluntary donation to VCU, they may do so via <https://support.vcu.edu/>. Any voluntary contributions would be at the sole discretion of the Contractor.

The buyer agrees to Contractor-proposed terms related to program offerings, to include participant services, rebates, discounts, and candidate tours.

Request for Proposals

VIRGINIA COMMONWEALTH UNIVERSITY REQUEST FOR PROPOSALS (RFP) #8159127CK

Issue Date: JUNE 27, 2018
Title: MOVING AND RELOCATION SERVICES
Issuing and Using Agency: Virginia Commonwealth University (VCU)
Direct Inquiries to: CHRISTOPHER C. KERSEY, CPPB
ckersey2@vcu.edu
Questions due no later than: JULY 16, 2018
Proposal Due Date (Firm): JULY 26, 2018
2:00 PM
Proposal Delivery Addresses: VCU
Procurement Services – Proposal Processing
912 W. Grace Street, 5th Floor
Richmond, VA 23284

Note: Do not send via US Mail.

Access to Solicitation: This solicitation and any addenda are posted and may be accessed at any time at: <http://www.eva.virginia.gov>

A VASCUPP Member Institution

**VIRGINIA COMMONWEALTH UNIVERSITY
REQUEST FOR PROPOSALS (RFP)
MOVING AND RELOCATION SERVICES
#8159127CK**

OFFER FORM

In compliance with this request for proposals and to all conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the services described herein in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation. Furthermore, the undersigned agrees not to start any work relative to this particular solicitation until a resulting formal signed Purchase Order is received by the Contractor from University Purchasing. Any work relative to this solicitation performed by the Contractor prior to receiving a formal signed Purchase Order shall be at the Contractor's own risk and shall not be subject to reimbursement by the University. **Signature below constitutes acknowledgement of all information contained through links referenced herein.**

A. GENERAL INFORMATION:

Name & Address of Firm:

Date:

By *(Signature In Ink)*:

Zip Code

Name Typed:

E-Mail Address:

Title:

Telephone: ()
Toll free, if available

Fax Number: ()
Toll free, if available

DUNS NO.:

FEI/FIN NO.:

B. SMALL, MINORITY & WOMAN OWNED BUSINESS INFORMATION

MINORITY-OWNED BUSINESS:	() YES () NO	WOMEN-OWNED:	() YES () NO
REGISTERED WITH eVA:	() YES () NO	SMALL BUSINESS:	() YES () NO
VIRGINIA DSBSD CERTIFIED:	() YES () NO	VIRGINIA DSBSD CERTIFICATION#:	

C. PROPRIETARY OR CONFIDENTIAL INFORMATION

Check the box to the left "if" your proposal contains proprietary or confidential information. If **See Paragraph XII for more information**
so, ***add an attachment sheet to this form with details.***

D. ACKNOWLEDGEMENT OF ADDENDA: Acknowledge your receipt of any addenda that may have been issued under this solicitation.

See Paragraph VIII for more information

Addendum #		Addendum #	
Addendum Date	___/___/___	Addendum Date	___/___/___
Addendum #		Addendum #	
Addendum Date	___/___/___	Addendum Date	___/___/___

Affix this Form as the FIRST PAGE of your proposal.

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I. PURPOSE

- A. The intent and purpose of this Request for Proposals (RFP) is to establish a contract(s) with a qualified source(s), hereafter referred to as the “firm” or “firm(s)” for a comprehensive relocation services program for Virginia Commonwealth University (the lead issuing institution and hereafter referred to as “the University” or “VCU”), an agency of the Commonwealth of Virginia.

Term: The initial contract term shall be three (3) year(s), with the option of up to two (2) three-year renewals, to be executed upon mutual signed agreement of both parties.

- B. COOPERATIVE PROCUREMENT: It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement, at the contractor’s discretion. Accordingly, any public body, public or private health or educational institution or lead-issuing institution's affiliated foundations may access any resulting contract(s) if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. Upon request, the Contractor shall notify the lead-issuing institution in writing of any entities accessing the contract. No modification of this contract or execution of a separate contract is required to participate. The Contractor shall provide usage reports for all entities accessing the Contract upon request. Participating entities shall place their own orders directly with the Contractor(s) and shall fully and independently administer their use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the lead-issuing institution. The lead-issuing institution shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the lead-issuing institution is not responsible for the acts or omissions of any entity, and will not be considered in default of the Agreement no matter the circumstances. Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes.

- C. OPTIONAL-USE CONTRACT: The resulting contract(s) will be an optional use contract. VCU is in no way required to make purchases from the Contractor and may in its sole discretion purchase the identical and/or similar goods/services from other sources. Any estimates/quantities contained herein do not represent a purchase commitment by VCU.

II. THE UNIVERSITY

Located on two downtown campuses in Richmond, VCU enrolls more than 31,000 students in 217 certificate and degree programs in the arts, sciences and humanities. Thirty-eight of the programs are unique in Virginia, and VCU is one of just 28 public universities with an academic medical center nationwide to receive Carnegie Foundation designations of “Highest Research Activity” and “Community Engaged.” As one of the nation’s top research universities, VCU attracts more than \$275 million a year in sponsored research funding.

VCU Health is one of the nation’s leading and Central Virginia’s only academic medical center. It includes the VCU Health System Hospitals and outpatient clinics, MCV Physicians - a practice of more than 600-physician/faculty members, and the health sciences schools of VCU.

The university and its medical center are the largest-single employer in the Richmond area, with more than 27,000 employees, including more than 2,000 full-time instructional faculty — many of them nationally and internationally recognized in their fields. VCU’s direct economic impact to Virginia is estimated to be more than \$3 billion in annual spending that supports more than 40,000 jobs.

VCU’s 16 varsity sports compete at the NCAA Division I level as members of the Atlantic 10 Conference. In recent years, VCU has participated in NCAA Tournaments in men’s and women’s basketball, baseball, golf,

men's soccer and men's and women's tennis, including the VCU men's basketball team's run to the Final Four in 2011.

III. BACKGROUND

Virginia Commonwealth University (hereafter referred to as VCU or University) is one of the largest employers in Richmond. VCU competes with other universities and major employers to recruit and retain highly skilled faculty, researchers, and staff. VCU's Office of Faculty Affairs is soliciting the assistance of a qualified firm or firms to provide employee-focused relocation services. The primary objectives of the program are to showcase Richmond to prospective VCU employees during the recruitment process and to provide an "end to end" relocation service offering for all **new** and/or **current** faculty and staff.

While this program is intended to serve all VCU employees, VCU does not provide all employees with financial support for relocation purposes. In some circumstances, a VCU hiring unit may offer to reimburse certain relocation expenses as part of a hiring/start-up package.

Virginia Commonwealth University has limited data regarding relocation needs and prior relocation service utilization. From April 25-2017-April 24, 2018, VCU hired 625 new full-time employees. VCU does not maintain data on existing relocation service utilization. It is unknown how many employees sought rental v. purchase assistance. Firms are to apply their market expertise to draw conclusions below regarding potential volume.

IV. STATEMENT OF NEEDS

- A. Firm(s) should be a professional relocation services organization or a licensed realty company, with the ability to provide a comprehensive relocation program tailored to meet the unique needs of each participating employee. When conducting contract-related business, the firm(s) must serve as an agent of the participating employee and VCU. The firm(s) should have experience and demonstrated capabilities in providing corporate relocation services, preferably with some experience in the public-sector arena and/or University environment. A complete service provider is preferred. The firm(s) should act as a single point-of-contact for the university and employees.
 1. Relocation services to candidates and/or employees should include, but not be limited to:
 - a. Relocation consultation /needs assessment services /pre-move counseling;
 - b. Richmond area orientation tours;
 - c. Assistance with home sale and/or identification of qualified agent;
 - d. Assistance with new home search and purchase and/or identification of qualified agent;
 - e. Assistance with accessing home mortgage and/or referral to qualified broker/lender;
 - f. Rental housing assistance;
 - g. Assistance with temporary housing, including short-term, long-term, furnished, and unfurnished options;
 - h. Facilitation and oversight of interstate moves, including assistance with household goods move management, transportation and storage of goods and car transport assistance;
 - i. Online registration;
 2. Program management services provided to the University should include, but not be limited to:
 - a. Dedicated firm account manager and institutional contact person
 - b. Detailed communication strategy including website marketing, collateral, representation at University sponsored information sessions including Open Forums, Benefits Fairs, etc. to inform employees about program offerings and value of program participation;
 - c. Training of VCU management on program offerings as needed;

- d. Reporting: Biannual reports showing relevant information regarding the program usage, cost-savings achieved through the program, etc.
 - e. Annual meeting to highlight service utilization and program opportunities
3. Additional Information
- a. The Residential Life and Housing Office currently utilizes James Madison University Contract No. UCPJMU3328 for Off-Campus Housing Database Website Search. Although this contract is geared towards University students, University employees may utilize this contract as well.
 - b. **Relocation Services shall be provided by the firm(s) at no cost to VCU.**
 - c. This program is intended to serve all VCU employees.
 - d. In some circumstances, a VCU hiring unit may offer a hiring/start-up package which employees may utilize to self-fund relocation expenses. However, VCU does not provide all employees with financial support for relocation purposes.
 - e. The arrangement(s) resulting from the RFP process are intended to primarily serve VCU hiring units, prospective VCU employees and current VCU employees.
 - f. VCU reserves the right to partner with multiple firm(s) or to directly provide relocation support, as determined by business need.
 - g. Any business model may be proposed for VCU's consideration.
 - h. "Cost savings" can mean anything of added value by using this program (ex. closing costs incentives, etc.)
 - i. VCU does not capture the average home values at departure and destination locations.
 - j. VCU does not capture the real estate referral rates at departure and destination location.
 - k. Firm(s) should propose all available services deemed relevant to this program for VCU's consideration.
 - l. VCU's affiliated foundations may access the contract. However, these entities operate under a different authority from VCU. All numbers, estimates, and policies provided refer to VCU, specifically.
 - m. VCU has a campus in Doha, Qatar. The HR department in Qatar handles assistance with housing in Qatar. Firm(s) may be engaged to assist employees moving to Doha from the US with the sale of a home in the US.
 - n. VCU's affiliated foundations may to access the contract. However, these entities operate under a different authority from VCU. Therefore, all numbers, estimates, and policies provided refer to VCU, specifically.

V. THE REQUEST FOR PROPOSALS PROCESS – GENERAL

- A. **Written Proposals:** To properly respond to this Request for Proposals, offerors are required to prepare a written proposal in the format described below. This includes the submission of certain forms.
- B. **Physical Delivery Required:** As noted on the solicitation cover sheet, proposals must be physically delivered to a specific address prior to a FIRM deadline. Electronic submissions shall not be accepted.

- C. **Initial Evaluation and Oral Presentations:** Proposals will be evaluated against criteria specified below in this solicitation, after which firms may be invited to participate in oral presentations.
- D. **Discussions/Negotiations, Final Offers and Selection:** Following initial evaluations and oral presentations (if applicable), discussions and/or negotiations with at least the top two firms may occur. If so, these firms shall be invited to submit any written changes to their proposals and a final selection decision shall be made based on the initial proposals, oral presentations (if applicable) and any negotiated, written changes to proposals.
- E. Each of the above steps are described below in detail. It is incumbent upon all offerors to read the entire solicitation to understand the entire solicitation process.

VI. PREPARATION OF WRITTEN PROPOSALS - GENERAL

- A. Offerors shall submit:
 - 1. **Required Forms:** The following forms must be completed and returned with the proposal
 - a) The Offer Form on Page 2 of the RFP
 - b) Fully completed Appendix I (unless Offeror is a DSBSD-certified SWaM business), and
 - c) All forms must be executed by an official representative of the Offeror.
 - 2. **Hard Copy and Electronic Copy of Entire Proposal**
 - a) One original hard copy (paper) document of the entire proposal, including all attachments and proprietary information, and
 - b) One electronic copy (on a disc or flash drive) of the entire proposal including all attachments and proprietary information.

VII. SUBMISSION OF PROPOSALS

- A. Hard copy, original proposals, along with an electronic version on a disc or flash drive, must be received in Virginia Commonwealth University's Office of Procurement Services on or before the date and time designated on the solicitation cover sheet.
- B. Electronic and facsimile submissions shall not be accepted in lieu of a hard-copy submission.
- C. Offerors are responsible for the timely delivery of their proposal. Proposals received after the official date and time specified on the solicitation cover sheet shall be rejected. The official date and time used in the receipt of responses is that time on the clock or automatic time stamp in the Office of Procurement Services.
- D. The RFP number, date and time of proposal submission deadline, as reflected in the solicitation, must clearly appear on the face of the envelop or box used to deliver proposals. Example:

From:

Name of Contractor

Due Date

Time

Street or Box Number

RFP No.

City, State, Zip Code +4

RFP Title

Name of Contract/Purchase Officer or Buyer:

If a proposal is not clearly identified, the Contractor takes the risk that the proposal may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand-delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

VIII. PROPOSAL RESPONSE FORMAT

Proposal responses must be written in the same order as outlined below. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities. Emphasis should be placed on completeness and clarity of content. Proposals which are substantially incomplete, or lack key information may be rejected. **The complete response to include appendix and forms should not exceed 40 pages.**

A. Required Forms: Provide all required forms as outlined in Section VI. Please note:

- a. **Small, Women-Owned and Minority-Owned (SWaM) Business Commitment;** Unless the firm is a SBSB certified small business, it must submit and complete Appendix I (see Section IX and Appendix I below). SBSB certified small businesses must include their certification number on the coversheet of this RFP, but are not required to complete Appendix I.
- b. No addenda apply, as of the date of issuance.

B. Introduction: Provide a brief introduction of the Firm and all major subcontractors who will be involved in the performance of the work. Include primary business experience, length of time in business, ownership, office locations, and specific location of the principal office from where VCU work will be performed and any other information of an introductory nature.

C. Qualifications of the Firm: Briefly describe how the firm's overall experience demonstrates its ability to successfully meet VCU relocation service needs. Specifically, please briefly describe:

1. **Organizations for whom the firm has provided similar services to those requested by VCU. Please provide client names, dates and aggregate utilization data when possible.**
2. **The firm's breadth of rental and or transactional network in Richmond, Virginia.**
3. **The firm's ability to facilitate inter-state relocations.**

D. Qualifications of the Staff: Provide a response and identify the staff members who will provide the services required by the proposal, including years and type of experience.

E. Work Plan:

1. **Deliverables:** Briefly describe how the firm is prepared to address the Statement of Needs (described previously) and how work will be performed. The firm should specifically address each item mentioned in bold below and may suggest additional services in this section:

a) Relocation services to candidates and/or employees:

- i. Relocation consultation /needs assessment services /pre-move counseling;**
- ii. Richmond area orientation tours;**
- iii. Assistance with home sale and/or identification of qualified agent;**
- iv. Assistance with new home search and purchase and/or identification of qualified agent;**
- v. Assistance with accessing home mortgage and/or referral to qualified broker/lender;**
- vi. Rental housing assistance;**
- vii. Assistance with temporary housing, including short-term, long-term, furnished, and unfurnished options;**
- viii. Facilitation and oversight of interstate moves, including assistance with household goods move management, transportation and storage of goods and car transport assistance;**
- ix. Online registration;**

b) Program management services provided to the University:

- x. Dedicated firm account manager and institutional contact person**
- xi. Detailed communication strategy including website marketing, collateral, representation at University sponsored information sessions including Open Forums, Benefits Fairs, etc. to inform employees about program offerings and value of program participation;**
- xii. Training of VCU management on program offerings as needed;**
- xiii. Reporting: Biannual reports showing relevant information regarding the program usage, cost-savings achieved through the program, etc.**
- xiv. Annual meeting to highlight service utilization and program opportunities**

2. Work Schedule/Timeline – Include a work schedule/timeline indicating when the elements of the work will be completed and when deliverables will be provided. Suggestions, if any, for streamlining the work schedule should be presented. Cost implications for streamlining the schedule should be presented, if applicable.

3. Outcomes and Performance Measurement – Describe the impacts/outcomes Offerors intend to achieve, including how these outcomes would be monitored, measured and reported to the University.

4. Overall Risk - Define risks significant to the success of the work. Include how you propose to effectively monitor and manage these risks, including the reporting of risks to the University (i.e., how you will manage staff turnover or other issues that may negatively impact the work, their potential and how you would propose to mitigate them).

5. Other – Provide any other information the Offeror deems relevant to describing the work plan.

F. Exceptions: Offeror must note any requested exceptions to any of the requirements and/or any of the terms and conditions stated in this RFP in Appendix III: Exceptions.

G. Price Proposal The program should achieve maximum cost savings for services related to all aspects of relocation. Proposals should specifically address the following:

6. **Propose all discounts, rebates, incentives, savings, and/or sponsorships for the program users and/or University.**
7. **Please include any applicable financial information not mentioned in this Statement of Work.**

Note VCU reserves the right to negotiate.

H. References: Provide a list of references for whom similar services were provided, preferably institutions of higher education, or similarly-sized organizations.

8. **Provide three (3) references, preferably at least one local to the Richmond, VA area.**

IX. SMALL, WOMEN-OWNED, AND MINORITY-OWNED BUSINESS COMMITMENT (SWaM):

It is the policy of the Commonwealth of Virginia that 42% of its purchases be made from small businesses to contribute to the establishment, preservation, and strengthening of small businesses, and businesses owned by women and minorities, and to encourage their participation in VCU procurement activities. The Commonwealth encourages Contractors to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts or other contractual opportunities.

Offerors must complete and submit Appendix I (see section XXIV: Attachments) unless offeror is a DSBSD certified small business. DSBSD certified small businesses must include their certification number on the coversheet of this RFP, but are not required to complete Appendix I.

Use of Subcontractors: If the Offeror intends to use subcontractors to perform any portion of the work described in this RFP, the Offeror must clearly so state. VCU is placing an increased emphasis on its SWaM (Small, Women, and Minority Owned) business program and is interested in identifying any potential opportunities that may be available to engage SWaM vendors to be certified by the Virginia Department of Small Business and Supplier Diversity (DSBSD) through new or existing contracts. **Identify and list any such opportunities that your firm would commit to if awarded this Contract in Appendix I - Participation in VCU Procurement Transactions Small Businesses and Businesses Owned by Women and Minority.** The Offeror's response must include a description of which portion(s) of the work will be sub-contracted out and the names and addresses of potential Subcontractor(s) under the Contract.

SWaM REPORTING AND DELIVERY REQUIREMENTS:

Unless the Contractor is a DSBSD certified small business, the Contractor shall submit quarterly reports on the direct involvement of Department of Small Business and Supplier Diversity (DSBSD) certified SWaM Businesses in the performance of the Contract. The report shall specify the actual dollars spent to date with Small Businesses, Women-Owned Businesses, and Minority-Owned Businesses based upon the Contractor's commitment for utilization of DSBSD SWaM Businesses.

The Contractor shall provide this information to:

Virginia Commonwealth University
Procurement Services Office
Attn: SWaM Coordinator
912 W. Grace Street, POB 980327
Richmond, VA 23284
Email: swamreporting@vcu.edu

Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly. In addition, failure to submit the required information will result in invoices being returned without payment.

X. ADDENDA

- A. If this solicitation is amended by published addenda, then all terms and conditions which are not modified shall remain unchanged.
- B. Offerors shall acknowledge receipt of any addendum to this solicitation by (1) signing and returning the addendum, or (2) by identifying the addendum number and date in the space provided on the Offer Form, or by (3) other written means of acknowledgement.

XI. PROPOSAL ACCEPTANCE PERIOD:

Any proposal in response to this solicitation shall be valid for sixty (60) days. At the end of the sixty (60) days, the proposal may be withdrawn at the written request of the Contractor. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.

XII. CONFIDENTIAL / PROPRIETARY DATA AND INFORMATION

Virginia Commonwealth University (VCU) is a public institution of higher education and as such is subject to the Virginia Freedom of Information Act (Code of Virginia §2.2-3700, et seq.) (FOIA). Therefore, all proposals and other documentation submitted by Offeror may be subject to disclosure to third parties as required by FOIA and other applicable provisions of law.

Pursuant to the Code of Virginia §2.2-4342(F), VCU can withhold confidential information identified as proprietary, or as a trade secret, submitted by an Offeror in connection with a procurement transaction only if, prior to or at the time of submission of such information, the Offeror invokes the protections of §2.2-4342(F), identifies the information to be protected, and states the reasons why protection is necessary. To this end, when submitting proposals containing such information, Offerors must:

- 1. Clearly denote on the outside of the proposal that it contains proprietary information.
- 2. Include as the first section of the proposal a written notice that identifies by section and page number the information to be protected as well as specific reasons why protection is necessary.
- 3. Clearly denote by some distinct method, such as highlighting or underlining, the words, figures or paragraphs within the proposal identified in the written notice.

Failure to follow these instructions shall result in Offeror's full proposal being subject to public disclosure.

PLEASE NOTE: Offeror may not request that its entire proposal, or pricing, or fees or total proposal cost be treated as trade secrets, proprietary or confidential information. The classification of an entire Proposal document, or line item prices, or total Proposal prices as proprietary or trade secrets is not acceptable and, if Offeror does not promptly agree to withdraw this classification following submission, shall result in rejection and return of Proposal.

XIII. LATE PROPOSALS

To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intra-university mail system. It is the sole responsibility of the Contractor to ensure that its proposal reaches the issuing office by the designated date and hour.

XIV. QUESTIONS AND EXPLANATIONS TO OFFERORS

If any prospective Offeror has questions about the specifications or other solicitation documents, the prospective Offeror should contact the buyer whose name appears on the solicitation cover sheet. Any revisions to the solicitation will be made only by addendum issued by the buyer.

Questions concerning this RFP must be received via email no later than: **JULY 16, 2018.**

XV. COMMUNICATIONS WITH VCU DURING THE RFP PROCESS:

Communications regarding this Request for Proposals shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University rejects all proposals. Formal communications shall be directed to the buyer listed on the solicitation cover sheet. Informal communications, including but not limited to requests for information or comments or speculations regarding this RFP to any University employee other than the buyer on the front of the solicitation cover sheet, may result in the rejection of the proposal from the non-compliant Offeror.

XVI. ORAL PRESENTATIONS

- A. Offerors who submit a proposal in response to this RFP may be required to conduct an oral presentation of their proposal to VCU. This provides an opportunity for the Contractor to clarify or elaborate on the proposal. Oral presentations are an option and may or may not be conducted, at VCU's sole discretion. Should an oral presentation be required, VCU will designate the date and location for the presentation; the date is critical and alternative dates will not be available. VCU reserves the right to rescore proposals following oral presentations
- B. Offerors who are invited to conduct an oral presentation shall include the individual(s) who would be the primary point of contact for VCU on the Contractor's presentation team.

XVII. BEST AND FINAL OFFERS (BAFO):

At the conclusion of negotiations, the Contractor(s) may be asked to submit in writing, a best and final offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the Contractor(s). The Contractor(s) proposal will be re-evaluated to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.

XVIII. QUALIFICATIONS OF OFFERORS:

The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect the Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy the Commonwealth that such Offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

XIX. CANCELLATION OF SOLICITATION

The University may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous.

XX. EVALUATION CRITERIA

Proposals will be evaluated based upon the information provided in the Offeror's Proposal using the criteria specified below.

EVALUATION CRITERIA

Qualifications and Experience	20%
Methodology/Approach	35%
Value Added/Employee Savings	35%
SWaM Status/Utilization*	10%

**Offeror's status as a Virginia DSBSD-certified SWaM Business, or the Offeror's plans to utilize Virginia DSBSD-certified SWaM Businesses in the Offeror's performance of the contract (see Appendix I).*

XXI. AWARD OF CONTRACT

- A. Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the selected offerors.
- B. After negotiations have been conducted with each offeror so selected, the University shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror.
- C. The Commonwealth reserves the right to make multiple awards as a result of this solicitation.
- D. Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated.
- E. Upon the award or the announcement of the decision to award a contract as a result of this solicitation, Virginia Commonwealth University will publicly post such notice electronically at <http://www.eva.virginia.gov> for a minimum of 10 days.

XXII. GENERAL TERMS AND CONDITIONS

A. **PURCHASING MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the purchasing office. In addition, the manual may be accessed electronically at <http://procurement.vcu.edu/> or a copy can be obtained by calling University Purchasing at (804) 828-1077.

B. **APPLICABLE LAW AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with all applicable federal, state and local laws, rules and regulations.

C. **ANTI-DISCRIMINATION:** By submitting their proposals, Offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and Section 2.2-4311 of the *Virginia Public Procurement Act*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other

organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1). In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the Contractor agrees as follows:

- a. Virginia Commonwealth University is an equal opportunity/affirmative action institution providing access to education and employment without regard to without regard to race, color, religion, national origin (including ethnicity), age, sex (including pregnancy, childbirth and related medical conditions), parenting status, marital status, political affiliation, veteran status, genetic information (including family medical history), sexual orientation, gender identity, gender expression, or disability. As such, the Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin (including ethnicity), age, sex (including pregnancy, childbirth and related medical conditions), parenting status, marital status, political affiliation, veteran status, genetic information (including family medical history), sexual orientation, gender identity, gender expression, disability, or any other basis prohibited by state law related to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause
- b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.

2. The Contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

D. ETHICS IN PUBLIC CONTRACTING: By submitting their proposals, Offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By submitting their proposals, Offerors certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.

F. DEBARMENT STATUS: By submitting their proposals, Offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

G. ANTITRUST: By entering into a contract, the Contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of the action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract

H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS: Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal.

Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

I. CLARIFICATION OF TERMS: If any prospective Offeror has questions about the specifications or other solicitation documents, the prospective Offeror should contact the buyer whose name appears on the face of the solicitation by the deadline for questions stated in this document. Any revisions to the solicitation will be made only by addendum issued by the buyer.

J. PAYMENT:

1. To Prime Contractor:

- a. Invoices for items ordered, delivered and accepted shall be submitted by the Contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual Contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the Contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (Code of Virginia, § 2.2-4363).

2. To Subcontractors:

- a. Contractor awarded a contract under this solicitation is hereby obligated:
 - (1) To pay the Subcontractor(s) within seven (7) days of the Contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the Subcontractor(s) under the contract; or
 - (2) To notify the agency and the Subcontractor(s), in writing, of the Contractor's intention to withhold payment and the reason.
- b. The Contractor is obligated to pay the Subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the Contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except

for amounts withheld as stated in 2. above. The date of mailing of any payment by U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub tier Contractor performing under the primary contract. A Contractor's obligation to pay an interest charge to a Subcontractor may not be construed to be an obligation of the Commonwealth.

K. PRECEDENCE OF TERMS: Paragraphs A-J of these General Terms and Conditions shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

L. QUALIFICATIONS OF OFFERORS: The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy the Commonwealth that such Offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

M. TESTING AND INSPECTION: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.

N. ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the Contractor in whole or in part without the written consent of the Commonwealth.

O. CHANGES TO THE CONTRACT: Changes can be made to the Contract in any one of the following ways:

1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.

2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the Contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The Contractor shall comply with the notice upon receipt. The Contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:

- a. By mutual agreement between the parties in writing; or
- b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the Contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the Contractor's records and/or to determine the correct number of units independently; or
- c. By ordering the Contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The Contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the Contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher

Education and Their Vendors. Neither the existence of a claim or a dispute resolution process, litigation or any other provision of this contract shall excuse the Contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.

P. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

Q. TAXES: Sales to the Commonwealth of Virginia are normally exempt from State sales tax, State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

R. USE OF BRAND NAMES: Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict Offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article, which the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The Offeror is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Unless the Offeror clearly indicates in its proposal that the product offered is an "equal" product, such proposal will be considered to offer the brand name product referenced in the solicitation.

S. TRANSPORTATION AND PACKAGING: By submitting their proposals, all Offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.

T. INSURANCE: By signing and submitting a proposal under this solicitation, the offeror certifies that if awarded the contract, it will have the following insurance coverages at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The offeror further certifies that the contractor and any subcontractors will maintain these insurance coverages during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission. Minimum Insurance Coverages and Limits Required for Most Contracts:

1. Worker's Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the contract shall be in noncompliance with the contract.
2. Employers Liability - \$100,000.
3. Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.

4. Automobile Liability - \$1,000,000 per occurrence. (Only used if motor vehicle is to be used in the contract.)

U. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract as a result of this solicitation, Virginia Commonwealth University will publicly post such notice electronically at <http://www.eva.virginia.gov> for a minimum of 10 days.

V. DRUG-FREE WORKPLACE: During the performance of this contract, the Contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor. For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

W. NONDISCRIMINATION OF CONTRACTORS: A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, or against faith-based organizations or any other basis prohibited by state law relating to discrimination in employment. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

X. As applicable, federal law requires compliance with the following for all federal government contracts:

1. 41 CFR § 60-1.4 Equal Opportunity Clause prohibiting discrimination on the basis of race, color, religion, sex, or national origin.
2. 41 CFR 60-741.5(a) and 41 CFR 60-300.5(a). These regulation prohibit discrimination against qualified individuals on the basis of disability (60-741.5(a)) and protected veteran status (41 CFR 60-300.5(a)), and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities and qualified protected veterans.

Y. eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS: The solicitation/contract will result in a purchase order with the eVA transaction fee specified below assessed for each order. The Vendor Transaction Fee is:

- a. DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
- b. Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date.

Any adjustments (increases/decreases) will be handled through purchase order changes. The eVA Internet electronic procurement solution, website portal www.eva.virginia.gov, streamlines and

automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following: If this solicitation is for a term contract, failure to provide an electronic catalog (price list) or index page catalog for items awarded will be just cause for the Commonwealth to reject your bid/offer or terminate this contract for default. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from www.eVA.virginia.gov. Contractors should email Catalog or Index Page information to eVA-catalog-manager@dgs.virginia.gov.

Z. FERPA: The following provision applies only if Selected Firm/Vendor will have access to the University's education records as defined under the Family Educational Rights and Privacy Act (FERPA): The Selected Firm/Vendor acknowledges that for the purposes of this agreement it will be designated as a "school official" with "legitimate educational interests" in the University education records, as those terms have been defined under FERPA and its implementing regulations, and the Selected Firm/Vendor agrees to abide by the limitations and requirements imposed on school officials. Selected Firm/Vendor will use the education records only for the purpose of fulfilling its duties under this agreement for University's and its students' benefit, and will not share such data with or disclose it to any third party except as provided for in this agreement, required by law, or authorized in writing by the University.

AA. LIMITATION OF LIABILITY: The total cumulative liability of the Commonwealth, its officers, employees and agents in connection with this Agreement or in connection with any goods, services, actions or omissions relating to this Agreement, shall not under any circumstance exceed payment of the maximum purchase price.

BB. FORCE MAJEURE: Either party will not be responsible for any losses resulting from delay or failure in performance resulting from any cause, event, or occurrence beyond the control, and without negligence of, the parties. Such events, occurrences, or causes include, without limitation: war, strikes or labor disputes, civil disturbances, fires, natural disasters, and acts of God.

CC. SOVEREIGN IMMUNITY: VCU is an agency of the Commonwealth of Virginia and is afforded the protection of sovereign immunity under Virginia law. Any claims against VCU or the Commonwealth are subject to the requirements established under Virginia law for bringing such claims against VCU or the Commonwealth, including the Virginia Tort Claims Act (Va. Code §§ 8.01-195.1 et seq.) and other applicable statutes relating to claims against the Commonwealth or its agencies. Notwithstanding any other provision, nothing in this contract shall be deemed to be or construed as a waiver of VCU's or the Commonwealth's sovereign immunity, or any other applicable requirements under Virginia law for bringing claims against VCU or the Commonwealth.

DD. AUDIT: The Contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.

EE. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that VCU shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

FF. PROTEST:

Any Offeror who desires to protest the award or decision to award a Contract shall submit the protest in writing to:

Director of Procurement Services
Virginia Commonwealth University
912 West Grace, 5th Floor

VCU will announce the award utilizing the Commonwealth of Virginia's e-Procurement system (eVA). The protest must be received no later than ten (10) days after the award or the announcement of the decision to award, whichever occurs first. However, if the protest of any actual or potential Offeror depends in whole or in part upon information contained in public records pertaining to the procurement transaction that are subject to inspection under the Rules Governing Procurement of Goods, Services, Insurance, and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia Governed by Subchapter 3 of the Restricted Higher Education Financial and Administrative Operations Act,, Chapter 4.10 (§23-38.88 et seq) of Title 23 of the Code of Virginia, §34, then the time within which the protest shall be submitted shall expire ten (10) days after those records are available for inspection by such Offeror under §34, or at such later time as provided in this section.

VCU Notices of Award(s) or Notices of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov>.

No protest shall lie for a claim that the selected Offeror is not a responsible Offeror. The written protest shall include the basis for the protest and relief sought.

The VCU Director of Procurement Services shall issue a decision in writing within ten (10) days of receipt stating the reasons for the action taken. This decision shall be final unless the Offeror appeals within ten (10) days of receipt of the written decision by instituting legal action as provided in Section 54 of the Governing Rules.

Nothing in this clause shall be construed to permit a proposer to challenge the validity of the terms or conditions of the RFP. "Days" as used in this paragraph refer to calendar days. If a deadline falls on a Saturday or Sunday, the next business day shall be considered to be the deadline.

GG. ADDITIONAL GOODS AND SERVICES: The University may acquire other goods or services that the supplier provides than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the Agreement.

XXIII. SPECIAL TERMS AND CONDITIONS

- A. ADVERTISING: In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to Virginia Commonwealth University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
- B. CANCELLATION OF CONTRACT: The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the Contractor. In the event the initial contract period is for more than twelve (12) months, the resulting contract may be terminated by either party, without penalty, after the initial twelve (12) months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- C. SPECIAL EDUCATIONAL OR PROMOTIONAL DISCOUNTS: The Contractor shall extend any special educational or promotional sale prices or discounts immediately to the Commonwealth during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

- D. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods, or equipment delivered.
- E. PRIME CONTRACTOR RESPONSIBILITIES: The Contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- F. PRODUCT INFORMATION: The Offeror shall clearly and specifically identify the product being offered and enclose complete and detailed descriptive literature, catalog cuts and specifications with the proposal to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. Failure to do so may cause the proposal to be considered nonresponsive.
- G. RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth upon mutual written agreement of both parties for two (2) successive three (3)-year periods under the terms and conditions of the original contract except as stated in #1 below. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew should be provided approximately 60 days prior to the expiration date of each contract period.
- H. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- I. POLICY OF EQUAL EMPLOYMENT: Virginia Commonwealth University is an equal opportunity/affirmative action employer. Women, Minorities, persons with disabilities are encouraged to apply. The University encourages all vendors to establish and maintain a policy to insure equal opportunity employment. To that end, Offerors should submit along with their proposals, their policy of equal employment.
- J. ADDITIONAL USERS OF CONTRACT: It is the University's intent to provide other Virginia Association of State College and University Purchasing Professionals (VASCUPP) with access to the University's Agreements and to provide Contractors with opportunities to do business with other VASCUPP institutions of higher education.

To that end and if agreeable with the Contractor, the following Colleges and Universities listed are the VASCUPP institutions and may have access to any agreement resulting from this solicitation: College of William and Mary, University of Virginia, George Mason University, Virginia Military Institute, James Madison University, Old Dominion University, Virginia Polytechnic Institute & State University, Radford University, University of Mary Washington, and Longwood University. Upon written request from a VASCUPP institution, the Contractor may allow access to the Contract. Although the University desires to provide access on such contract to VASCUPP, the Contractor is not required to provide such access. A firm's willingness to provide this access to VASCUPP members will not be a consideration in awarding this contract. Although the VASCUPP Agencies may have access to any resulting Agreement, VASCUPP is not bound to use the Agreement and any use of the Agreement is strictly optional.

If the VASCUPP institutions choose to access the Agreement and the Contractor agrees to such access, the terms and conditions of the Agreement will be in full force and effect as between the VASCUPP institutions and the Contractor. VCU will have no responsibility for the resolution of any contractual disputes, or for payment for services rendered which may arise from a VASCUPP institution accessing the Agreement. The Contractor understands and agrees that it shall not have any recourse against VCU with respect to any claim it may have against another VASCUPP institution that accessed this Agreement.

K. GRAMM-LEACH-BLILEY ACT:

The Contractor shall comply with the Act by implementing and maintaining appropriate safeguards to protect and prevent unauthorized release of student, faculty and staff nonpublic information. Nonpublic information is defined as social security numbers, or financial transactions, bank, credit and tax information.

L. CRIMINAL BACKGROUND CHECK:

The Contractor is required to comply with Virginia Commonwealth University's ("VCU") employment policies on criminal conviction investigations.
<http://www.policy.vcu.edu/sites/default/files/Criminal%20Conviction%20Investigations.pdf> The Contractor shall perform criminal conviction investigations on all prospective candidates for full time or part time placement at VCU, including newly hired, re-hired, seasonal, and or temporary employees.

M. IDENTIFICATION CARDS:

All Contractor employees authorized to work at VCU, must obtain a VCU identification card. Information on obtaining a card is available at <http://vcucard.vcu.edu/>. Contractor's employees must wear their VCU identification when they are on VCU property.

XXIV. ATTACHMENTS:

See below

APPENDIX I

PARTICIPATION IN STATE PROCUREMENT TRANSACTIONS SMALL BUSINESSES AND BUSINESSES OWNED BY WOMEN AND MINORITIES

The following definitions will be used in completing the information contained in this Appendix.

Definitions

- **Small business** is a business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business. Nothing in this definition prevents a program, agency, institution or subdivision from complying with the qualification criteria of a specific state program or federal guideline to be in compliance with a federal grant or program.
- **Women-owned business** is a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.
- **Minority-owned business** is a business that is at least 51 percent owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.
- **Minority Individual:** "Minority" means a person who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:
 1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.
 2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana Islands, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka, and who is regarded as such by the community of which this person claims to be a part.
 3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.
 4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.

PARTICIPATION BY SMALL BUSINESSES, BUSINESSES OWNED BY WOMEN

BUSINESSES OWNED BY MINORITIES

This appendix should only be completed by firms that are not Virginia Department of Small Business and Supplier Diversity (DSBSD) certified small businesses.

Offeror certifies that it will involve Small Businesses, Women-Owned Businesses, and/or Minority-Owned Businesses (SWaM) in the performance of this contract either as part of a joint venture, as a partnership, as Subcontractors or as suppliers.

VCU has an overall goal of 42% SWaM participation for all annual purchases and seeks the maximum level of participation possible from all its contractors.

SWaM Subcontracting Plan: *In the space below, please describe the areas in which you plan to utilize SWaM-certified businesses as subcontractors. Please be specific as to what types of goods and/or services these subcontractors will provide during the performance of the contract. If currently known, please list the exact SWaM-certified subcontractors you plan to utilize.*

Commitment for utilization of DSBSD SWaM Businesses:

_____ % of total contract amount that will be performed by DSBSD certified SWaM businesses.

Identify the individual responsible for submitting SWaM reporting information to VCU:

Name Printed: _____

Email: _____

Phone: _____

Firm: _____

Offeror understands and acknowledges that the subcontracting plan above represents a contractual commitment by the Offeror. Failure to achieve the percentage commitment will be considered a breach of contract and may result in contract default.

Acknowledged:

By (Signature): _____

Name Printed: _____

Title: _____

Email: _____

Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Small Business and Supplier Diversity (DSBSD; <https://www.sbsd.virginia.gov/certification-division/>) to fulfill the Offeror's commitment for utilization.

APPENDIX II

EXCEPTIONS

Any and all exceptions to the terms, conditions or specifications of this RFP must be clearly stated, section by section, in the space provided below. Exceptions should be numbered to coincide with the RFP numbering and be provided in the sequence in which the item appears in the RFP. If more space is required, please copy this page or attach separate sheets. Please note VCU, at its discretion, reserves the right to consider proposals containing significant exceptions to be non-responsive.

[illegible]

PROPOSAL | Moving & Relocation Services

RFP#8159127CK



2018



Submitted to: Virginia Commonwealth University
Submit Date: July 26, 2018
Submitted by: Long & Foster Companies
Corporate Real Estate Services
8411 Patterson Avenue
Richmond, VA 23229

LONG & FOSTER®
COMPANIES

CORPORATE REAL ESTATE SERVICES

**VIRGINIA COMMONWEALTH UNIVERSITY
REQUEST FOR PROPOSALS (RFP)
MOVING AND RELOCATION SERVICES
#8159127CK**

OFFER FORM

In compliance with this request for proposals and to all conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the services described herein in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation. Furthermore, the undersigned agrees not to start any work relative to this particular solicitation until a resulting formal signed Purchase Order is received by the Contractor from University Purchasing. Any work relative to this solicitation performed by the Contractor prior to receiving a formal signed Purchase Order shall be at the Contractor's own risk and shall not be subject to reimbursement by the University. **Signature below constitutes acknowledgement of all information contained through links referenced herein.**

A. GENERAL INFORMATION:

Name & Address of Firm:

Long & Foster Companies

8411 Patterson Avenue

Richmond, VA Zip Code **20151**

E-Mail Address: **Camille.Mims@LongandFoster.com**

Telephone: (804) 272-2800

Toll free, if available

DUNS NO.: 12-230-9131

Date: **7/13/18**

By (Signature In Ink): *Camille Mims*

Name Typed: **Camille Mims**

Title: **Vice President, Corporate Real Estate Services**

Fax Number: (804) 320-0015

Toll free, if available

FEI/FIN NO.: 54-0840457

B. SMALL, MINORITY & WOMAN OWNED BUSINESS INFORMATION

MINORITY-OWNED BUSINESS: () YES (✓) NO WOMEN-OWNED: () YES (✓) NO

REGISTERED WITH eVA: (✓) YES () NO SMALL BUSINESS: () YES (✓) NO

VIRGINIA DSBSD CERTIFIED: () YES (✓) NO VIRGINIA DSBSD CERTIFICATION#: n/a

C. PROPRIETARY OR CONFIDENTIAL INFORMATION



Check the box to the left "if" your proposal contains proprietary or confidential information. If so, **add an attachment sheet to this form with details.**

See Paragraph XII for more information

D. ACKNOWLEDGEMENT OF ADDENDA: Acknowledge your receipt of any addenda that may have been issued under this solicitation.

See Paragraph VIII for more information

Addendum #		Addendum #	
Addendum Date	___/___/___	Addendum Date	___/___/___
Addendum #		Addendum #	
Addendum Date	___/___/___	Addendum Date	___/___/___

Affix this Form as the FIRST PAGE of your proposal.

APPENDIX I

PARTICIPATION IN STATE PROCUREMENT TRANSACTIONS SMALL BUSINESSES AND BUSINESSES OWNED BY WOMEN AND MINORITIES

The following definitions will be used in completing the information contained in this Appendix.

Definitions

- **Small business** is a business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business. Nothing in this definition prevents a program, agency, institution or subdivision from complying with the qualification criteria of a specific state program or federal guideline to be in compliance with a federal grant or program.
- **Women-owned business** is a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.
- **Minority-owned business** is a business that is at least 51 percent owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.
- **Minority Individual:** "Minority" means a person who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:
 1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.
 2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana Islands, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka, and who is regarded as such by the community of which this person claims to be a part.
 3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.
 4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.

PARTICIPATION BY SMALL BUSINESSES, BUSINESSES OWNED BY WOMEN

BUSINESSES OWNED BY MINORITIES

This appendix should only be completed by firms that are not Virginia Department of Small Business and Supplier Diversity (DSBSD) certified small businesses.

Offeror certifies that it will involve Small Businesses, Women-Owned Businesses, and/or Minority-Owned Businesses (SWaM) in the performance of this contract either as part of a joint venture, as a partnership, as Subcontractors or as suppliers.

VCU has an overall goal of 42% SWaM participation for all annual purchases and seeks the maximum level of participation possible from all its contractors.

SWaM Subcontracting Plan: *In the space below, please describe the areas in which you plan to utilize SWaM-certified businesses as subcontractors. Please be specific as to what types of goods and/or services these subcontractors will provide during the performance of the contract. If currently known, please list the exact SWaM-certified subcontractors you plan to utilize.*

Name: Commonwealth Corporates, Inc. (dba Commonwealth Corporate Suites) | Certification Number: 648832

Services: Corporate Housing | Furnished Temporary Apartments

Commitment for utilization of DSBSD SWaM Businesses:

10 % of total contract amount that will be performed by DSBSD certified SWaM businesses.

Identify the individual responsible for submitting SWaM reporting information to VCU:

Name Printed: Camille Mims

Email: Camille.Mims@LongandFoster.com

Phone: 804-822-3223

Firm: Long & Foster Corporate Real Estate Services

Offeror understands and acknowledges that the subcontracting plan above represents a contractual commitment by the Offeror. Failure to achieve the percentage commitment will be considered a breach of contract and may result in contract default.

Acknowledged: 

By (Signature): Camille Mims

Name Printed: Vice President, Long & Foster Corporate Real Estate Services

Title: camille.mims@longandfoster.com

Email:

Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Small Business and Supplier Diversity (DSBSD; <https://www.sbsd.virginia.gov/certification-division/>) to fulfill the Offeror's commitment for utilization.

LONG & FOSTER®

COMPANIES

LONG & FOSTER® REAL ESTATE, INC.
PROSPERITY HOME MORTGAGE, LLC
LONG & FOSTER® SETTLEMENT SERVICES
LONG & FOSTER® INSURANCE
LONG & FOSTER® PROPERTY MANAGEMENT
LONG & FOSTER® CORPORATE REAL ESTATE SERVICES

July 26, 2018

Mr. Christopher C. Kersey, CPPB
Virginia Commonwealth University

Procurement Services – Proposal Processing
912 W. Grace Street, 5th floor
Richmond, VA 23238

RE: RFP# 8159127CK

Dear Mr. Kersey,

Thank you for the opportunity to participate in the RFP process for Moving and Relocation Services for Virginia Commonwealth University (VCU). Long & Foster Corporate Real Estate Services (CRES) has had the privilege and pleasure of serving VCU in your faculty relocation and retention for the past 5 years. Over this time, we have strived to build upon our many long term relationships as well as continually grow new ones. The ability to provide an extra competitive edge in recruitment as well as help employees achieve their dreams of homeownership have given our team great gratification.

As the #1 independent real estate brand in the United States, Long & Foster is fully committed to integrity, innovation and world-class customer service. It is our sincere hope we have proved to VCU that our team is extremely dedicated, well-trained and experienced. Our company offers the latest in industry-leading tools and technology. In addition, our family of companies, including mortgage, settlement services, insurance, and property management allow us better control of quality and pricing for all parts of the real estate transaction for your people.

Within the greater Richmond region, Long & Foster is devoted to the community and the clients we serve. We are true ambassadors for the region and take great pride in the hundreds of families who have trusted us with their relocations – while we showcase all that Richmond has to offer, we help them make educated decisions about a move to the area.

Thank you again for this opportunity. We look forward to the honor of continuing our most-valued partnership with VCU.

Sincerely,



Allison M. O'Brien
Account Manager – VCU
Long & Foster Corporate Real Estate Services

CORPORATE OFFICES

(804) 822-3200

Fax (804) 740-1567 | www.longandfoster.com | 8411 Patterson Avenue, Richmond, VA 23229



CONFIDENTIAL / PROPRIETARY DATA AND INFORMATION

Long & Foster® Companies invokes the protections of §2.2-4342(F). This Business Proposal contains confidential and proprietary information and intellectual property of Long & Foster® Companies and its subsidiaries. The following portions of this document contain propriety information and will be further identified on the pages themselves by highlighting the text in **PURPLE**, indicating that any words, figures, or paragraphs formatted this way may not be reproduced or disclosed under any circumstances. A brief description of the reason why each portion should be protected is outlined below as well.

page 6: Organizations for whom the firm has provided similar services to those requested by VCU.

Please provide client names, dates and aggregate utilization data when possible.

- withheld in order to respect the privacy/identity of our corporate clients. (names, mailing addresses, contact info)

page 21: H.8. References

- withheld in order to respect the privacy/identity of our corporate clients. (names, mailing addresses, contact info)

Exhibit I: MWTR Program 5 Year Summary Report

- Entire page - contains actual sales and rebate figures

B. Introduction

About Long & Foster Companies

Long & Foster was founded in 1968 by P. Wesley (Wes) Foster, Jr., and Henry Long in a 600-square-foot office in Fairfax, Virginia. The company then comprised Foster, Long and one employee. It provided residential and commercial real estate services to buyers, sellers & renters in the Northern Virginia area, selling about \$3 million in volume in the first year.

Since then, Long & Foster has grown to more than 10,000 agents and employees in seven states in the Mid-Atlantic and Northeast, and it is part of The Long & Foster Companies, which also includes Prosperity Home Mortgage, LLC, Long & Foster Insurance, Long & Foster Settlement Services, a corporate relocation services division and one of the largest property management firms in the United States.

In September 2017, The Long & Foster Companies were acquired by HomeServices of America, a Berkshire Hathaway affiliate and the nation's second-largest real estate brokerage and one of the largest providers of integrated real estate services.

Our Companies

Long & Foster Real Estate

Long & Foster Real Estate, the nation's No. 1 independent brand*, is part of The Long & Foster Companies, a subsidiary of HomeServices of America, a Berkshire Hathaway affiliate. HomeServices is the nation's second-largest real estate brokerage and one of the largest providers of integrated real estate services. The Long & Foster Companies also includes Prosperity Home Mortgage, LLC, Long & Foster Insurance and Long & Foster Settlement Services. Long & Foster Real Estate is the exclusive affiliate for Christie's International Real Estate throughout select parts of the Mid-Atlantic and Northeast, and it is a founding affiliate of Leading Real Estate Companies of the World, a prestigious global network of real estate professionals that includes the Luxury Portfolio International division.

Long & Foster Real Estate has over 220 offices, stretching from Raleigh, North Carolina, to Fair Haven, New Jersey, and from Charles Town, West Virginia, to the Atlantic Ocean. It represents more than 10,000 agents in seven Mid-Atlantic and Northeast states, plus the District of Columbia. The company, which has a productive commercial business in addition to its residential side, sold more than \$31.1 billion worth of homes and helped people buy and sell homes nearly 85,000 times in 2017.

Wholly-owned real estate companies include Fonville Morisey, Virginia Properties, Urban Pace, and Long & Foster Commercial Division.



CHRISTIE'S
INTERNATIONAL REAL ESTATE

Please refer to Exhibit A
Long & Foster Offices in
Richmond Metro Area

Principal Office where VCU work will
be performed:

8411 Patterson Avenue
Richmond, Virginia 23229

LONG & FOSTER®
COMPANIES

CORPORATE REAL ESTATE SERVICES

PROSPERITY
HOME MORTGAGE, LLC

LONG & FOSTER®
INSURANCE

LONG & FOSTER®
SETTLEMENT SERVICES

Long & Foster Corporate Real Estate Services

Long & Foster's Corporate Real Estate Services (CRES) provides comprehensive relocation assistance, from buying and selling properties to hiring movers and settling into new communities, to both corporate and individual transferees. As a founding member of Leading Real Estate Companies of the World, a global referral network of premier real estate firms, CRES provides relocation services not only within the Mid-Atlantic and Northeast, but also around the world. Beyond these traditional relocation services, financial institutions and asset management companies rely on Long & Foster's CRES to assist with short sales and real estate owned foreclosures.

Prosperity Home Mortgage

Prosperity Home Mortgage, LLC, a wholly owned subsidiary of The Long & Foster Companies, is a full service mortgage banker that specializes in residential and refinance loans. It offers a wide range of mortgage products, including fixed and adjustable rate mortgages, jumbo loans, Federal Housing Administration (FHA) and Veterans Affairs (VA) loans, and renovation financing. Prosperity Home Mortgage is represented by more than 190 mortgage consultants. Prosperity Home Mortgage currently operates in 14 states nationwide.

Long & Foster Insurance

Representing many of the nation's top-rated insurance companies, Long & Foster Insurance helps customers find the highest quality auto, home, health, life and commercial insurance coverage possible, as well as the most comprehensive home warranties, at the best available rates. Their best-in-class customer service and exceptional offerings helped them earn the trust and business of a record number of clients in 2017, as well as numerous awards from the industry and its partners. Last year alone, Long & Foster Insurance wrote over 9,800 new policies for its clients, bringing its total policy numbers to nearly 49,500.

Long & Foster Settlement Services

Long & Foster Settlement Services provides consumers with the convenience of a true one-stop-shopping and streamlined homeownership process through its family of settlement companies. Long & Foster Settlement Services ensures that its title and settlement professionals are equipped to offer Long & Foster agents and their clients speed, security and efficiency during a critical part of the home buying and selling process. Their family of companies includes Baird Mandalas Brockstedt, Bon Air/Long & Foster Title, Crawford Law Group, Guaranty Title, Infinity Title Agency, Mid-States of Southwest Virginia, RGS Title, Sage Premier Settlements, Sage Title Group and Shaheen Law Group. In 2017, Long & Foster Settlement Services managed over 20,500 closings.



Long & Foster Property Management

Long & Foster Property Management is one of the largest single-family property management and rental service companies in the country. Its team of experienced property management professionals offers a full suite of services for real estate investors and landlords, from rental property marketing and tenant screening to maintenance oversight and accounting. By delivering this comprehensive portfolio of management services, Long & Foster Property Management helps property owners maximize the return on their investments, while also furthering The Long & Foster Companies' commitment to providing its clients everything they need to buy, sell, rent and own a home. In 2017, Long & Foster Property Management oversaw more than 7,400 properties. The division, working in partnership with Long & Foster sales associates, also participated in nearly 22,500 rental transactions and rented its resort properties in Maryland, Delaware, New Jersey and Virginia, more than 88,500 nights.

Contractual Relationships

As a founding member of Leading Real Estate Companies of the World we work with other quality real estate companies around the globe to fulfill the real estate needs outside of our Long & Foster footprint. All of these companies go through an intense vetting process and membership in the network is earned, not entitled. Additionally we work with other nationally recognized providers to augment our services included, but not limited to, household goods and temporary living providers. The selection of these providers is in tandem with our clients and is based on their valued input and our knowledge of the provider's expertise and service levels.

C. Qualifications of the Firm

“We offer a full range of relocation-related benefits and programs with the highest level of customer service.”

“We provide substantial financial incentives to offset relocation costs.”

Please refer to Exhibit B
CRES Org Chart

Long & Foster is uniquely qualified to successfully meet the needs and expectations of VCU. We have worked with VCU formally for the past 5 years. We have provided hundreds of candidate tours and completed numerous new hire relocations. We have established very strong relationships with many departments, schools and offices across the University. Our goal is always to showcase the region and the University, to educate candidates about life in the area by providing personalized information and customized area tours.

Long & Foster’s award-winning Corporate Real Estate Services (Relocation) division has helped thousands of individuals relocating. We offer a full range of relocation-related benefits and programs with the highest level of customer service. We serve as a “single point of contact” with an on-line initiation process. Each account has a dedicated team with an account manager, a relocation counselor, and administrative assistant and a fully trained, select team of agents. We provide substantial financial incentives to offset relocation costs.

We are committed to being good stewards of the region by supporting numerous organizations working hard to move this region forward. These include ChamberRVA, The Greater Richmond Partnership, Richmond SHRM and FutureRVA.

We strive to be well versed in all aspects of life in RVA. To this end, we provide training and special programs to continually educate our team.

Exceptional customer service, integrity, financial strength and operational excellence all lead to Long & Foster’s ability to deliver great services and solutions to our clients.

C.1. Organizations for whom the firm has provided similar services to those requested by VCU.

Bon Secours

- 5 Year Relationship (2013-2018)
- 25+ Relocations Annually (new hires and transferees)

LifeNet Health

- 4 Year Relationship (2014-2018)
- 50+ Relocations Annually (new hires and local moves)

Duke University & Medical Center

- 18 Year Relationship (2000-2018)
- 100+ Relocations Annually (new hires & local moves)

ICMA-RC

- 2 Year Relationship (2016-2018)
- Group move to Richmond and on-going corporate relocation client
- 50+ Relocations (new hires and transferees)

C.2. The firm's breadth of rental and or transactional network in Richmond, Virginia.

Long & Foster CRES provides a full range of rental assistance for both short and long term needs as well as apartments and privately owned residences for lease:

Long & Foster Property Management. Over 500 rental properties from townhomes to single family homes managed in the Greater Richmond region. These properties are searchable on-line and will be shown to interested parties by a member of their team.

Apartment Rental Services. Self-service apartment rental search on MovingwiththeRams.com. Guided rental tours are available by an agent for candidates and new hires who are unfamiliar with the Richmond area and require additional education and assistance

Short-Term Furnished Apartments. In some cases new and international hires require month-to-month temporary housing. L&F employees a full time Corporate Housing Manager who identifies, sets up and invoices for these apartments. Our primary supplier in Richmond for temporary living is Commonwealth Corporate Housing, a SWaM certified business through the eVA.

C.3. The firm's ability to facilitate interstate relocations.

Leaving the Old Location

Long & Foster's CRES team is well-prepared and experienced in moving employees within and across state lines. An integral component of facilitating these moves is our shareholder partnership with Leading Real Estate Companies of the World (LeadingRE). Its 565 US firms are at the top of their respective markets and our team has a personal relationship with most of their counterparts who are serving our relocating clients. Therefore, when employees have homes to sell in the departure city, we utilize this premier network to locate the best agent match to assist with listing their property. In addition to coordinating the agent relationship and as long as the state allows rebating of commissions, the Moving with the Rams program benefits will also apply.

Movement of Household Goods

Your Long & Foster coordinator will educate employees about their move options and initiate moves with designated VCU state contracted movers. Or, if additional resources are needed, Long & Foster has long standing relationships with both national and local movers as well as container movers. If issues and/or claims arise before, during, or after the move our coordinator will serve as an advocate and advisor for both the employee and VCU involved staff.

Please see **Exhibit C**
LeadingRE Affiliate Flyer

D. Qualifications of the Staff



Allison O'Brien | Vice President for Business Development
(804) 560-7365 | Allison.Obrien@LNF.com

- Member of the Greater Richmond Relocation Council
- Board of Directors of ChamberRVA for 12+ years
- 23+ years in the relocation industry
- 30+ working in the RVA business community
- VCU Account Manager - 5 years



Camille Mims, CRP, GMS | Vice President, L&F Corporate Real Estate Services (804) 822-3223 | Camille.Mims@LNF.com

- Responsible for overall Business Development for L&F CRES
- Knowledgeable on all aspects of employee relocation services
- Licensed Real Estate Broker
- 30+ years in the relocation industry



Courtney Lynch | Relocation Counselor
(804) 822-3222 | Courtney@LNF.com

- Primary point-of-contact for customers
- Counsels families throughout the moving process
- 3+ years in the relocation industry
- Exceptional customer service



Ann-Margaret Morrissey | Assistant Relocation Counselor
(804) 822-3227 | AnnMargaret@LNF.com

- Experienced Administrative Assistant
- 5+ years in the relocation industry
- Serves as daily support and back up for the Relocation Counselor



Kim Skiba | Corporate Housing Manager
(919) 785-4359 | Kim.Skiba@LNF.com

- 20+ years in the temporary living industry, 6+ years with L&F
- VCU temporary living coordinator for lasts 5 years
- Exceptional customer service

E. Work Plan

E.1. Deliverables

The goal of Long & Foster is to always provide effective, streamlined, “best in class” service to our clients.

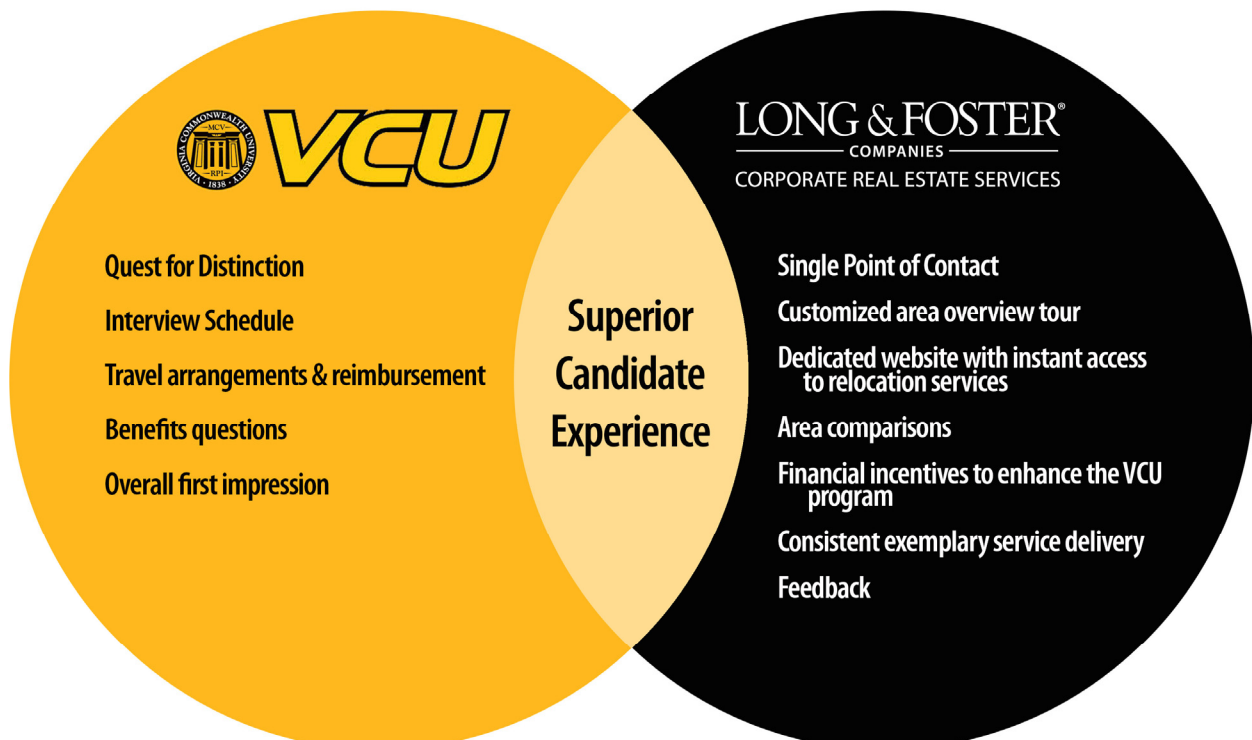
Please refer to **Exhibit D**
Relocation Management Process

Our on-line registration insures a simple and fast way to begin the relocation process. Once the initiation has been submitted, the coordinator will contact the new hire immediately and complete the program overview and needs analysis. The coordinator is available via toll-free phone and e-mail during our regular business hours: Monday through Friday, 8:30 to 5:00 p.m. After business hours the coordinator is available by cell phone/ email. The coordinator will focus on increasing the quality of the move experience and provide continued follow-up and detailed communication.

Please see **Exhibit E**
VCU Team Profile

The coordinator will “match” the new hire with an agent from the VCU team. The agent will contact the new hire immediately (via new hire’s preferred method of contact – phone, email, etc.), provide upfront relocation services such as area tours, schools, churches, rental and real estate information and make plans for the orientation tour. The VCU team works together to provide timely assistance and a full menu of relocation services.

Long & Foster will provide bi-annual reports and annual reviews which will include a presentation of overall employee participation.



E.1.a. Relocation services to candidates and/or employees:

E.1.a.i. Relocation consultation /needs assessment services /pre-move counseling

Please refer to Exhibit F
Welcome to Richmond Flyer

Upon initiation, the counselor contacts the candidate or new hire and introduces the program and completes a needs analysis. The counselor will then match the candidate with a specifically trained real estate agent on the VCU team. The agent will provide upfront relocation services such as research, area tours, schools, churches, rental and real estate information, mostly via digital resources.

E.1.a.ii. Richmond area orientation tours

Once the agent match is made and the initial needs assessment communicated, the Long & Foster agent will customize a tour to meet individual goals and interests. These tours are offered at no charge to VCU and often are the differentiator and extra edge needed to provide the comfort level to say “YES!” to Richmond.

E.1.a.iii. Assistance with home sale and/or identification of qualified agent

Candidates often need reassurance and confirmation of their current home value as part of their relocation decision-making process. Our coordinator will offer to assist with an agent introduction within our preferred broker network in the departure city. The agent selection is based on REALTORS who are relocation-trained and have a track record in the neighborhood and price range of the existing home location. Once the decision to sell the home and relocate is made, the agent will work through our SMARTMOVE/MWTR program to list, market and sell the home. Rebate dollars are either taken at closing or paid outside of closing with a check from Long & Foster.

E.1.a.iv. Assistance with new home search and purchase and/or identification of qualified agent

After the acceptance of the employment offer, the home finding process officially begins. The relocation coordinator insures the new hire is satisfied with our initial agent assignment and verifies all the benefits available through the Moving with the Rams program. Follow up paperwork is forwarded to all parties regarding the process and procedures needed to guarantee all financial rebates and discounts are properly disclosed and paid to the VCU employee.

E.1.a.v. Assistance with accessing home mortgage and/or referral to qualified broker/lender

Prosperity Home Mortgage is a wholly owned subsidiary of The Long & Foster Companies. Prosperity is a full-service lender, providing personalized service and competitive rates. They offer a wide range of mortgage products, including fixed and adjustable rate mortgages, jumbo loans, FHA and VA loans and renovation financing.

In Richmond, each real estate sales office has a loan officer on site. This streamlines the lending process from pre-qualifying to home financing to closing. PHM offers the Prosperity Buyer Advantage which allows clients to get much of the home financing process out of the way and obtain a Commitment Letter before beginning to search for a home. With much of the home financing process completed up-front, additional requirements and conditions can be identified to prevent last minute issues. Clients appreciate having their agent and lender “under one roof.” They also appreciate the closing credit they receive as a thank you for working with PHM.

If for some reason, Prosperity Home Mortgage does not meet the needs of a client, agents are able to recommend other lending companies.

E.1.a.vi. Rental housing assistance

Long & Foster offers full service rental assistance that begins with a needs assessment. From there, we offer:

- **Short-Term Furnished Apartments.** L&F employees a full time Corporate Housing Manager who identifies, sets up and invoices for these apartments. Our primary supplier in Richmond for temporary living is Commonwealth Corporate Housing, a SWaM certified business through the eVA.
- **Long & Foster Property Management.** Over 500 rental properties from townhomes to single family homes managed in the Greater Richmond region. These properties are searchable on-line and will be shown to interested parties by a member of their team.

“...each (L&F) real estate sales office has a loan officer on site. This streamlines the lending process from pre-qualifying to home financing to closing.”

E.1.a.vii. Assistance with temporary housing, including short-term, long-term, furnished, and unfurnished options

Long & Foster has an in-house program with a coordinator to meet the needs for temporary housing. Through established partnerships, we provide a variety of housing options and furnishing options. A member of the relocation team will tour selected properties with each client. The coordinator handles furniture packages, utility connections, and lease negotiations for VCU clients.

E.1.a.viii. Facilitation and oversight of interstate moves, including assistance with household goods move management, transportation and storage of goods and car transport assistance

Long & Foster will serve as a “single point of contact” to coordinate and facilitate the movement of household goods. We will utilize and support existing relationships that VCU has established through a preferred vendor list. If alternative options are necessary, we will get University approval. Through existing partnerships, we are able to provide solutions for storage, car transport and moving of office/lab equipment.

“We will utilize and support existing relationships that VCU has established through a preferred vendor list.”

E.1.a.ix. Online Registration

Our on-line registration insures a simple and fast way to begin the relocation process. Once the initiation has been completed, the coordinator will contact the new hire immediately and complete the program overview and needs analysis.

Please refer to Exhibit G
Online Registration Form

E.1.b. Program management services provided to the University:

E.1.b.x. Dedicated firm account manager and institutional contact person

Allison O'Brien — Vice President of Business Development


Mrs. O'Brien has served as the VCU Account Manager for 5 years. She has worked with numerous VCU schools, departments and offices prior to the contractual agreement that began in August of 2013. She is local, available and very dedicated to her work with VCU. Her team is cross-trained and well-versed in the needs and expectations of the University. Allison has worked in corporate relocation in the Richmond area for over 25 years.

E.1.b.xi. Detailed communication strategy including website marketing, collateral, representation at University sponsored information sessions including Open Forums, Benefits Fairs, etc. to inform employees about program offerings and value of program participation

Long & Foster CRES will work with VCU to establish a detailed communications plan. This will include the program roll out, implementation workshops, website orientation, training of VCU staff members and L&F team members, attendance at Benefits Fairs or Open Forums, information for electronic newsletters, seminars on real estate and related subjects for employees, Satisfaction Surveys, etc. L&F is very open to sponsorships of events and programs in order to promote our services and volunteer opportunities that strengthen the relationship between Long & Foster and VCU (e.g. VCU Broad Street Mile and VCU Athletics).

[MovingWithTheRams.com](#)[Call Us: 877-645-6560 | Email Us](#)

[Who's Eligible](#)[Program Services](#)[Financial Rewards](#)[Enroll Now](#)





"We could not have asked for better attention or care during this process!"


— James & Cheryl

[Enroll Now](#)


[I am moving. Tell me about my rewards.](#)




Earn Cash
Get cash rebates when you buy or sell real estate.





Research Communities
Explore and compare cities and towns.



Sell a Home
Get your home on the market with our Personal Home Seller.



Financing
Learn more about the mortgage process and getting pre-approved.





SMARTMOVE® Benefits

- A Personal Move Coordinator, dedicated to you
- Free of cost
- Generous cash rebates when buying, selling, or both
- Closing cost credits when using our mortgage and title partners
- Discounts offered on property management and rental fees
- Concierge provided on vacation rentals
- Corporate rates extended for household goods or container shipping

Home Purchase/Sale Cash Rebate

Your cash rebate is calculated
as follows:

$$(\text{Sales Price}) \times (\text{Buy/Sell Commission \%}) \\ \times 20\% = \text{Cash Rebate}$$

For Example:

Sales Price of Property: \$300,000
Buy/Sell Commission %: 3%

Cash Rebate Would Be:
\$1,800

Contact us at 1.877.645.6560
www.MovingwiththeRams.com

Some restrictions may apply and program enrollment criteria must be met to receive benefits.

PHM Financed Closing Cost Credit*

Mortgage Loan Amount	Closing Cost Credit
\$25,000-49,999	\$75
\$50,000-74,999	\$125
\$75,000-99,999	\$175
\$100,000-124,999	\$225
\$125,000-149,999	\$275
\$150,000-199,999	\$350
\$200,000-249,999	\$450
\$250,000-299,999	\$550
\$300,000-349,999	\$650
\$350,000-399,999	\$750
\$400,000-499,999	\$900
\$500,000-599,999	\$1,100
\$600,000-699,999	\$1,300
\$700,000-799,999	\$1,500
\$800,000-899,999	\$1,700
\$900,000-999,999	\$1,900
\$1,000,000+	\$2,500

DVE®

L&F Settlement Services Closing Cost Credit**

Purchase Price	Closing Cost Credit
\$50,000-74,999	\$200
\$75,000-99,999	\$200
\$100,000-124,999	\$225
\$125,000-149,999	\$250
\$150,000-199,999	\$275
\$200,000-249,999	\$300
\$250,000-299,999	\$325
\$300,000-349,999	\$350
\$350,000-399,999	\$375
\$400,000-499,999	\$400
\$500,000-599,999	\$425
\$600,000-699,999	\$450
\$700,000-799,999	\$475
\$800,000-899,999	\$500
\$900,000-999,999	\$600
\$1,000,000+	\$750

* For purchase price amounts in excess of \$1 million, a maximum rebate of \$2,500 will apply. See your Prosperity Home Mortgage, LLC Mortgage Consultant for more details.

Credit will be issued as a lender credit against closing costs after closing on any new purchase secured by a first mortgage or deed of trust (New Loan), subject to qualification, approval and closing. Subject to credit approval, not all borrowers will qualify. Discount may not exceed your out of pocket closing costs. All eligibility requirements must be met no later than 3 days prior to your loan closing date. Only one discount permitted per New Loan. This discount is void where prohibited and is transferable, subject to the terms herein. This offer is valid on SMARTMOVE purchase transactions only. All first mortgage products are provided by Prosperity Home Mortgage, LLC. (877) 275-1762. Prosperity Home Mortgage, LLC products may not be available in all areas. Licensed by the NJ Department of Banking and Insurance. Licensed by the Delaware State Bank Commissioner. Also licensed in District of Columbia, Maryland, North Carolina, Pennsylvania, South Carolina, Virginia, and West Virginia. Long & Foster Companies, Inc. * may have an ownership or some other business interest in these entities. NMLS ID #75164 (NMLS Consumer Access at <http://www.nmlsconsumeraccess.org/>). ©2015 Prosperity Home Mortgage, LLC. All Rights Reserved.

** Discount applied to Settlement/Closing fee. To receive discount, purchaser must be purchasing an owner's title insurance policy. Discounts are not available in some states including Pennsylvania and Delaware.



RECEIVE A CASH REBATE
Whenever You Buy or Sell Real Estate

PROGRAM Benefits:

- A Personal Move Coordinator, dedicated to you
- FREE OF COST, with unlimited usage
- Generous cash rebated when buying, selling or both
- Closing cost credits and discounts when using our mortgage and title partners
- Discounts offered on property management and rental fees
- Concierge provided on vacation rentals
- Corporate rates extended for household goods or container shipping

Online Registration at
MovingWithTheRams.com

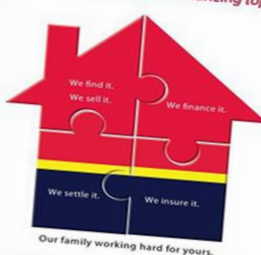
1.877.645.6560

Long & Foster
presents
"The Healthy Side of Selling a Home"

Friday, March 13th
12:00 - 1:00pm
Learning Center
(1st floor of the Main Hospital)

Please join us for a presentation offering -
Basic steps to reduce stress when
planning to put your home on the market

Topics for discussion:
Preparation
Marketing
From Contract to Close
The current RVA market and financing topics



www.MovingwiththeRams.com
"Make Money when you Move!"

VCU
VIRGINIA COMMONWEALTH UNIVERSITY
Health System

LONG & FOSTER®
CORPORATE REAL ESTATE SERVICES

**Making
Your
WILDEST
Dreams
Come True!**

**Make Money When
You Move with
Moving with the Rams!**

**Real Estate Rebate
Closing Credit
Settlement Discount**

VCU
VCUHealth

E.1.b.xii. Training of VCU management on program offerings as needed

Long & Foster CRES would welcome any opportunity to engage and provide training to VCU Management. A summary of topics covered in training sessions are outlined below:

- Introduction of L&F CRES VCU Team including Vice President, Account Manager, Relocation Counselor and VCU L&F Agents
- Long & Foster CRES History serving VCU including activity reporting and dollars rebated to employees
- Program Objectives-including Moving with the Rams as a differentiator and edge in faculty recruitment
- Service Capabilities supporting VCU's Recruiting, Relocation and Retention
- Detailed Summary of Phases from Recruitment to Acceptance – Candidate Services
- Understanding the Managed Lump Sum Program Offering
- Recruitment & Retention – A Work-Life Benefit – overview of the “Moving with the Rams” Program
- Examples of Benefits & Savings of Moving With the Rams Program
- Program Resources including key account Member Contact information, Moving with the Rams URL and supporting collateral

E.1.b.xiii. Reporting: Biannual reports showing relevant information regarding the program usage, cost-savings achieved through the program, etc.

Please refer to **Exhibit H**
MWTR Report (Template)

Please refer to **Exhibit I**
MWTR Program 5 Year Summary
Report

Please see the reporting format developed specifically for VCU by Long & Foster Corporate Real Estate Services. (MWTR Report Template)

E.1.b.xiv. Annual meeting to highlight service utilization and program opportunities

Over the last 5 years, Long & Foster CRES and the designated members of the VCU team have met to review prior contract year activity and plan for the coming year. Below is a sample agenda of the items typically provided and discussed at our annual meetings.



MOVING WITH THE RAMS PROGRAM

August 22, 2017

Prior Year in Review

- Annual Activity Report
- MovingWithTheRams.com Google Analytics
- Service Evaluation Feedback

New Year Planning

- MovingwiththeRams.com site enhancement brainstorming
- Marketing Initiatives
 - Direct e-campaigns from L&F?
 - e-blasts from HR?
 - On-site workshops for employees regarding homeownership & financing
 - Participation in employee fairs, orientations & other appropriate events
- Develop and implement a training program for VCU management
- Presentations to key groups around campus to promote
 - Humans Resources & Recruitment Staff
 - Dean's meetings
 - Colleges
 - Finance/Procurement

E.2. Work Schedule/Timeline

As a current contracted service provider, Long & Foster is pleased to offer the most streamlined option available in providing moving and relocation services for VCU. Our customized website, www.MovingwiththeRams.com is live and receiving significant traffic. Google Analytics reports indicate over 560 unique users annually with more than 50% coming directly from typing in the exact URL address for the site. We have also recently enhanced the rental services feature with a new apartment search capability.

Our Account Manager, coordinator and support team members have been serving VCU and stand ready to take our partnership to the next level.

In addition, L&F's hand-picked team of trained relocation agents has worked diligently to deliver exemplary customer service and is committed to continuing to help differentiate the University and RVA from other opportunities and communities. Candidates and new hires have been most appreciative of and impressed with the availability of a relocation program and the personalized service as they make important decisions for themselves and their families.

E.3. Outcomes and Performance Measurement

Our goal is exceptional customer service. Timely responses, clear communication, outstanding technological infrastructure and a well trained team are critical components of a successful program.

Long & Foster has developed and implemented an electronic evaluation program which can be customized for VCU.

E.4. Overall Risk

One of the benefits of Long & Foster's size and scope is our ability to cover unexpected staff changes. Cross training is a focus and our proprietary data base is available to all CRES staff in or out of the office and across regions.

In addition, Long & Foster CRES has a detailed business continuity plan outlining steps to take in the event of a natural disaster, IT outage/cyber-attack, power outage, weather event and staff transition. We have identified potential threats and/or impact scenarios and developed the continuity plan as well as communication plan to minimize L&F CRES team's disruption. This plan is more than 34 pages and may be provided at VCU's request. Due to the page limitations for the RFP response, the full plan is not included here.

Please refer to **Exhibit J**
MWTR Evaluation Letter

E.5. Other

Two other areas that Long & Foster provides services in are:

Settling-in Services

- International Relocation Counselor - full understanding of needs of international transferees
- Area and neighborhood tours, rental assistance, home purchase
- Additional services – social security card, bank account, driver's license, schools, etc.
- Marketing assistance of home in departure city

Spousal Assistance

- Informal program through our community and professional connections – Greater Richmond Chamber, Economic Development Authorities, SHRM, numerous corporate clients, recruiters, etc.

Please refer to **Exhibit K**
Dual Career Opportunities

F. Exceptions

Long & Foster is not requesting any exceptions.

G. Price Proposal

G.6. Propose all discounts, rebates, incentives, savings, and/or sponsorships for the program users and/or University.

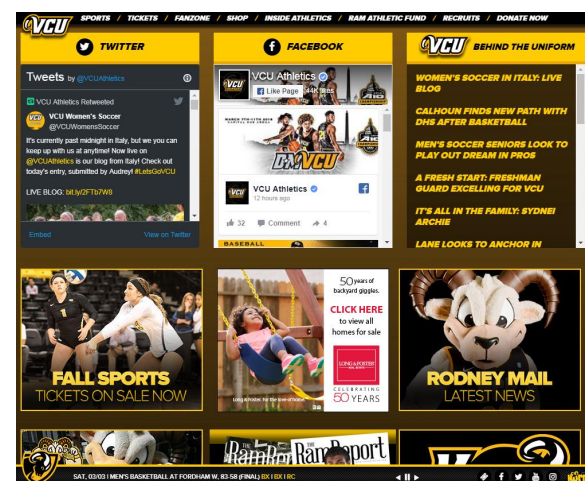
Please refer to **Exhibit L**
Price Grid

Please refer to Exhibit L for all financial incentives offered to VCU candidates, new hires, and employees through the Moving With The Rams program.



G.7. Please include any applicable financial information not mentioned in this Statement of Work.

- Support of VCU Athletics 2017-2018 and upcoming 2018-2019
 - Corporate Partner VCU Sports Properties \$75,000 annually
 - VCU Athletic Donor \$35,000 annually
 - VCU Suite Holder \$45,000 annually
- Broad Street Mile sponsor
- 2 tickets to Richmond SHRM annual conference
- Sponsor of annual Diversity Conference held in conjunction with VCU (Richmond SHRM Diversity Symposium)
- Giveaways and door prizes provided at all benefit fairs and new faculty orientations.



H. References:

H.8. Provide three (3) references, preferably at least one local to the Richmond, VA area

Bon Secours Health Systems

Becki Larson, Leadership Talent Coordinator

Email: Becki_larson@bshsi.org

Phone: 804-212-5693

LifeNet Health

Kelly Laffey

Manager, Human Resources

Email: Kelly_laffey@lifenethealth.org

Phone: 757-609-4562

North Carolina State University

Justin Lang

Director of Executive Search

Email: Justin_lang@ncsu.edu

Title: 919-513-1963

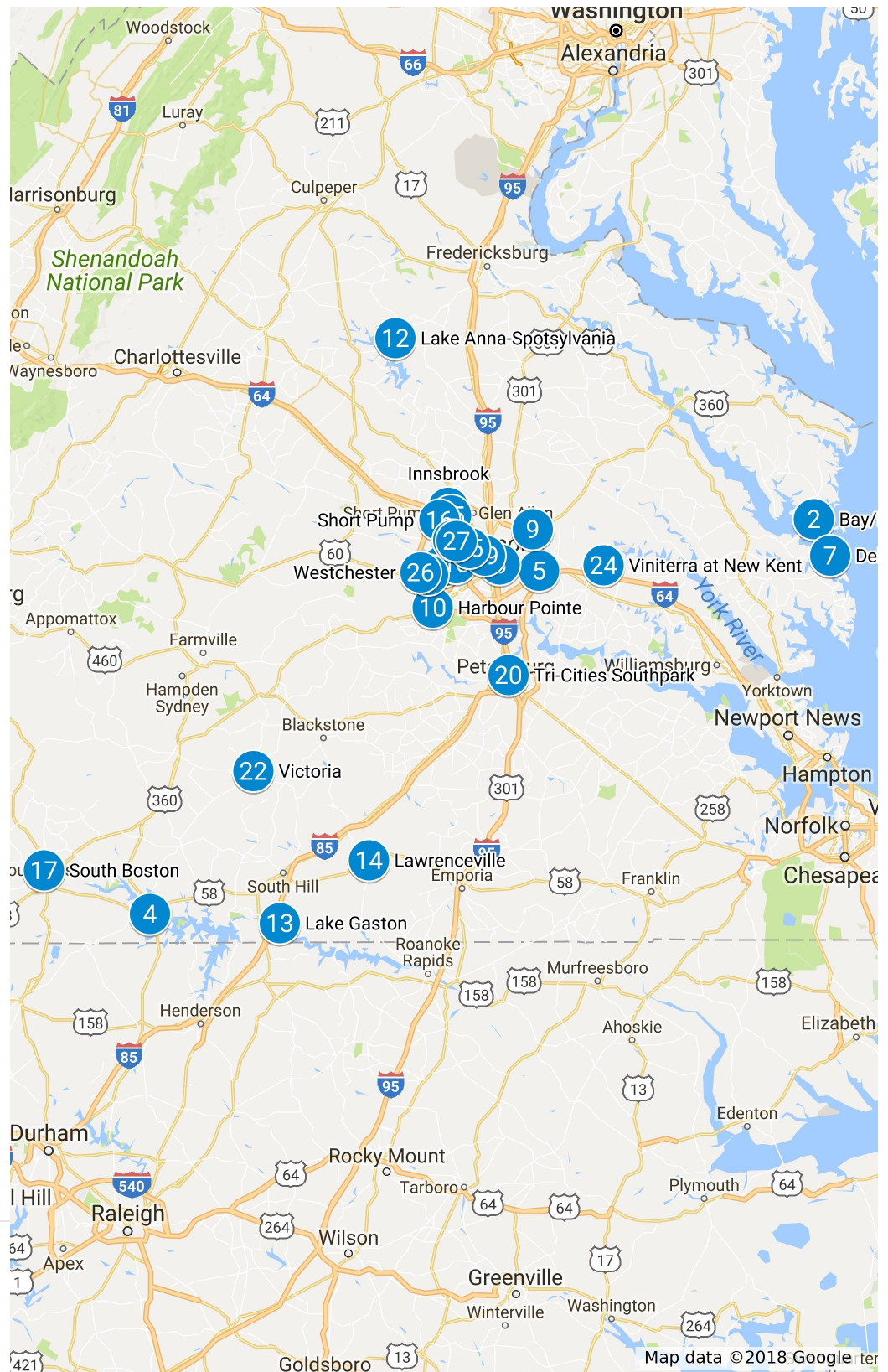
- Exhibit A: Long & Foster Offices in Richmond Metro Area
- Exhibit B: CRES Org Chart (VCU)
- Exhibit C: LeadingRE Affiliate Flyer
- Exhibit D: Relocation Management Process
- Exhibit E: VCU Team Profile 2018
- Exhibit F: Welcome to Richmond VCU Flyer
- Exhibit G: Online Registration Form
- Exhibit H: MWTR Blank Report
- Exhibit I: MWTR Program 5 Year Summary Report
- Exhibit J: MWTR Evaluation Letter
- Exhibit K: Dual Career Opportunities 2018
- Exhibit L: Price Grid**

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L&F Offices - Richmond Region

L&F Offices | Richmond Region

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- 7 Deltaville
- 8 Grove
- 9 Hanover VA
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- 13 Lake Gaston
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- 24 Viniterra at New Kent
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Corporate Real Estate Services

Senior Vice President
Vicki Hamp, SCRP, SGMS-T

**Director, Operations
& Client Services**
Merrie Coyer

Agent Employee
Chris Russell
Susan Fleming

Vice President
Camille Mims

CRES Marketing

**Director, Operations
& Client Services**
Renee Daniels

**Sr. Bus Dev Coordinator
(Destination Services)**
Trudy Hall

**Bus Dev Coordinators
(Marketing Assistance/Inventory)**
Judy Bakshi
Natalie Anderson (PA-NJ-DE)

(Broker to Broker & SMARTMOVE)
Britni Coleman
Emily Frank

**(Broker to Broker, Destination
Services & SMARTMOVE)**
Jeanette Scicchitano Smith (PA-NJ-DE)

Assistant Coordinators
Viviana Kelly
Allison McConnell

Director
Mike Uhing

Marketing Specialist
Nicole Russell

LONG & FOSTER[®]
COMPANIES

CORPORATE REAL ESTATE SERVICES

Richmond Region

North Carolina Region

**National Referral Svcs
Bus. Dev.
Coordinators
(Destination Services)**
Courtney Lynch

**Marketing Assistance /
Inventory**
Joy Thomas

**Assistant
Coordinators**
Ann-Margaret Morrissey
TBD

Relocation Services
**Vice President,
Business Development**
Allison O'Brien

**Business Development
Manager**
Pam Sutherland
**International
Resettlement Services**
Shelagh Doyle
Destination Counselor
Forrest Nidiffer

Office Manager
Becky Newsome

**Metro Referral
Supervisor**
Linda Palmer

**Systems
Administrator**
Sharon Karst

**Accounting
Specialists**
Holly Brown
Karen Rolfe
Maria Alvarez
Beth Porter

Licensing Coordinator
TBD



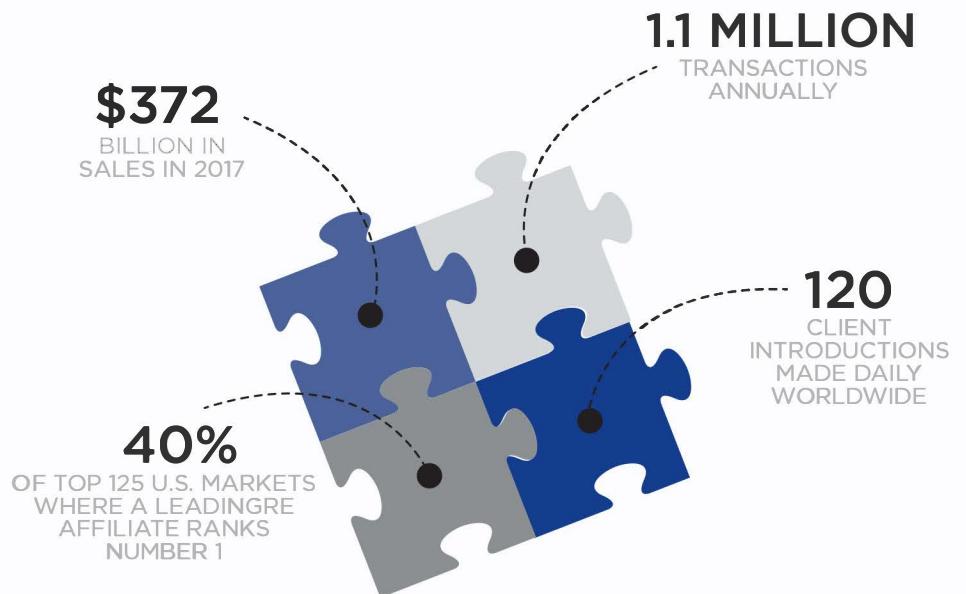
**WORLD-CLASS
SERVICE,
WORLD-CLASS
INTRODUCTIONS.**

We can assist you anywhere in the world. As an affiliate of Leading Real Estate Companies of the World®, we have access to the highest caliber of real estate professionals in over 70 countries and across six continents. When buying or selling property outside of our local market, our world-class connections can help with real estate needs throughout our continent and to points around the globe.

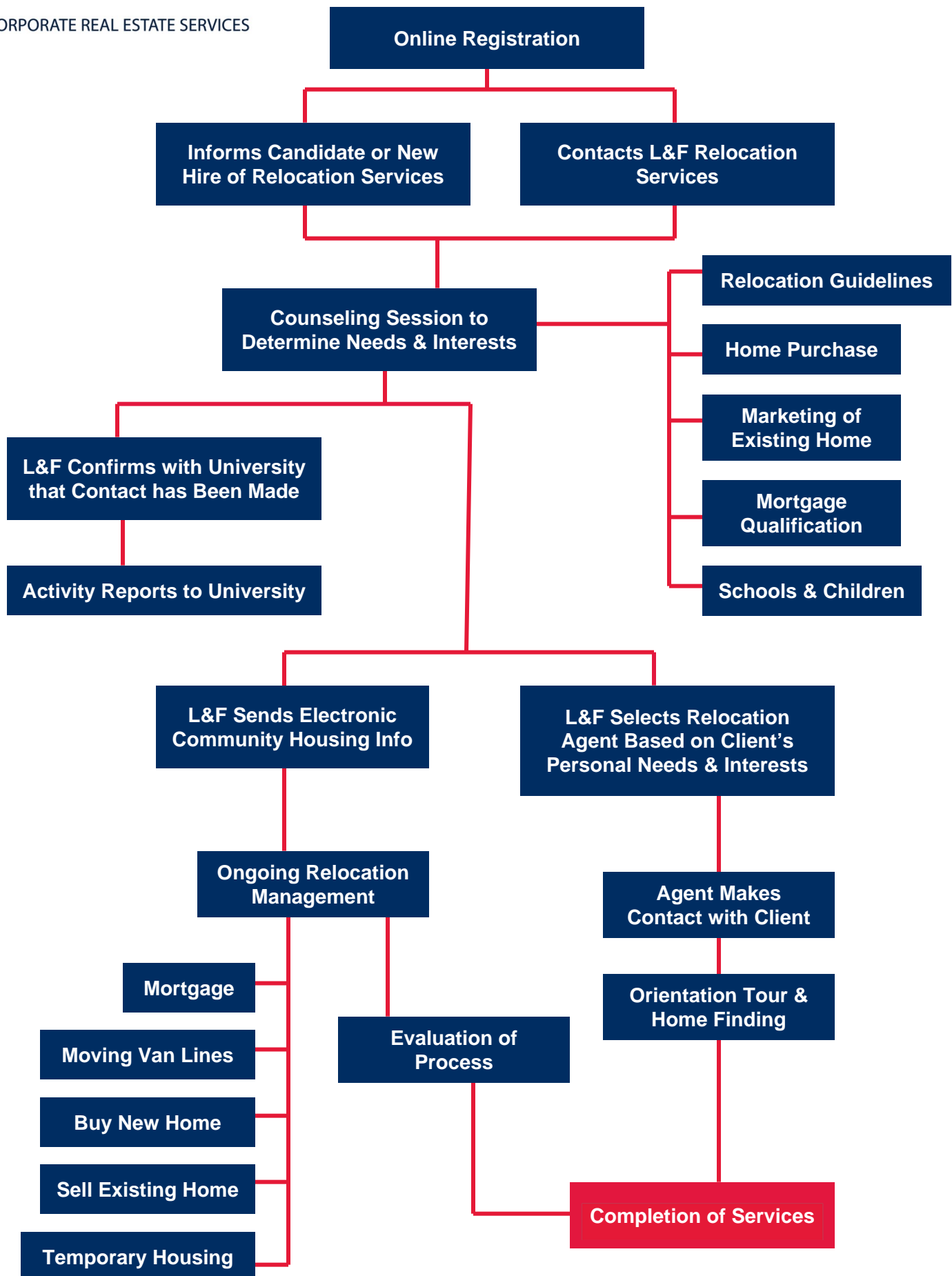
Let us introduce you to a carefully selected sales associate that will provide you with extraordinary service — anywhere your real estate needs take you. Our global network is comprised of the very best real estate companies and the most talented professionals in the world. These associates ensure personal service with access to quality real estate connections. This level of service and quality is the reason why a meaningful introduction is made through our network every five minutes.

1.1 MILLION TRANSACTIONS
\$372 BILLION IN HOME SALES
565 COMPANIES
4,300 OFFICES
130,000 SALES ASSOCIATES
OVER 70 COUNTRIES

Leading
**REAL ESTATE COMPANIES
OF THE WORLD**



Relocation Management Process



Long & Foster Agent Profile

Moving With The Rams (VCU)

Full Name:	L&F Agent #:
Primary L&F Sales Office:	Other L&F Offices:
✉ Primary Email:	☎ Mobile#
If member of a Group/Team, please provide name(s):	

Years in Real Estate: _____

Foreign languages: _____

Area in which you live: _____

Children in school systems: _____

VCU affiliations: _____

Community activities:

Other Specialties, Designations, & Qualifications:

WELCOME TO RICHMOND, VA!



LIVE. WORK. PLAY.



The Richmond Region of Virginia is a wonderful place to call home. The area is rich in history, culture, recreation, lifestyle options and more with a true balance of "live, work, play". **Virginia Commonwealth University** has asked Long & Foster to introduce you to the many opportunities available here.

We are also happy to offer the following services:

Area Information

- Individual counseling session to assess needs and interests
- Presentation of lifestyle options, housing, schools, cost of living, etc.

Orientation

- Richmond tour - amenities, cultural offerings, history, activities
- Neighborhood tours of appropriate housing options throughout the area
- Appointments with public and private schools, if requested
- Temporary living arrangements, furnished and unfurnished

Home Finding

- Agent selection from group of highly educated and trained professionals
- Customized website of homes within personal parameters
- In-depth neighborhood tours and housing search
- **MovingwiththeRams** - real estate cash rebate program (buy & sell side)
- Prosperity Home Mortgage - pre-qualifying and closing cost credit
- Long & Foster Settlement Services - settlement discount

For program information and initiation, please contact:

Allison O'Brien
800.446.6009
Allison.O'Brien@LongandFoster.com

We recommend the following websites to get started.

lovewhatyoufind.com

visitrichmondva.com

venturerichmond.com

grpva.com

longandfoster.com

movingwiththerams.com




LONG & FOSTER[®]
COMPANIES
CORPORATE REAL ESTATE SERVICES

Online Registration Form

www.MovingWithTheRams.com

MovingWithTheRams.com

Call Us: 877-645-6560 | Email Us

**VCU**
VIRGINIA COMMONWEALTH UNIVERSITY

Who's Eligible

Program Services

Financial Rewards

Enroll Now

LONG & FOSTER®
CORPORATE REAL ESTATE SERVICES

Enroll Now

Enroll Now

We are pleased to have been selected to assist you and your family with your real estate needs.

Our MovingWithTheRams.com SMARTMOVE® Team will be available to address your specific needs and concerns.

To ensure proper enrollment into the program, please take a moment to complete the questionnaire below. Be assured this information will be treated confidentially.

Very Important! To secure your benefits:

- You must register and allow us to refer you to a real estate agent.
- You must close your home purchase or home sale with the agent who you are referred to by your counselor. If you close with any other real estate agent, you may jeopardize your benefits.
- You cannot be enrolled in any other real estate benefit or cash back program from any other provider.

*Required Fields

Participant Information:

*First Name:

*Last Name:

*Phone Number:

*Email Address:

*Organization:

VCU

Spouse/Partner:

Contact Preference:

*Preferred Method:

☒ Phone

☐ Email

☐ Either

Address:

*Address:

*City:

*State:

*Zip:

Moving Information:

*I am:

☒ Moving locally within the area

☐ Moving away from the area

☐ Moving to the area

Family Information (Optional):

of Children:

Age(s) Boys:

Age(s) Girls:

Children's interests:

Children's special needs:

Home Buying Needs:

Approx. Price Range:

Desired Style:

House Size:

Amenities:

Additional Comments:

Submit

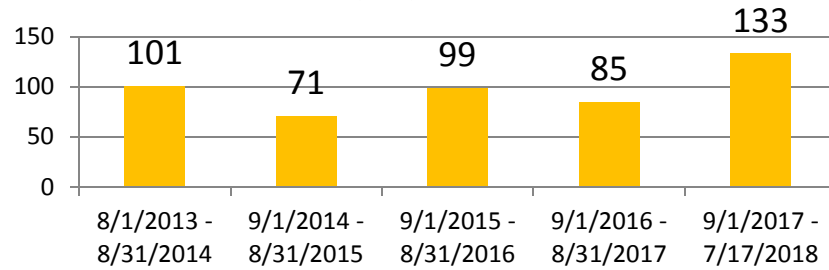


Rebate

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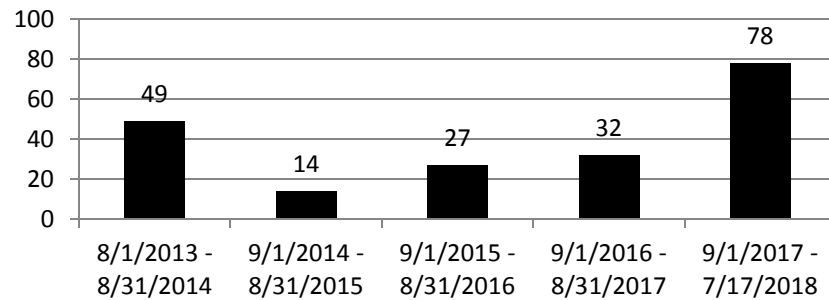
Moving With The Rams Program 5 Year Summary Report

Total Client/Employee Enrollments = 489

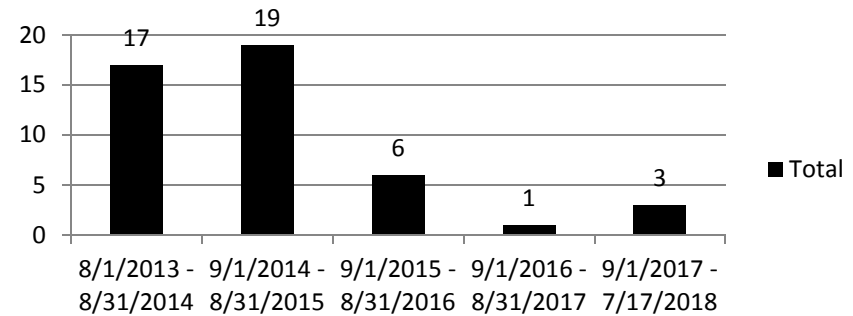


Time Frame	Rebate to Buyers	Rebate to Sellers
8/1/2013 - 8/31/2014	\$68,957.23	\$1,386.00
9/1/2014 - 8/31/2015	\$57,509.39	\$6,084.00
9/1/2015 - 8/31/2016	\$77,241.48	\$14,140.00
9/1/2016 - 8/31/2017	\$86,941.94	\$12,574.00
9/1/2017 - 7/17/2018	\$62,478.62	\$5,616.00
Total	\$353,128.66	\$39,800.00

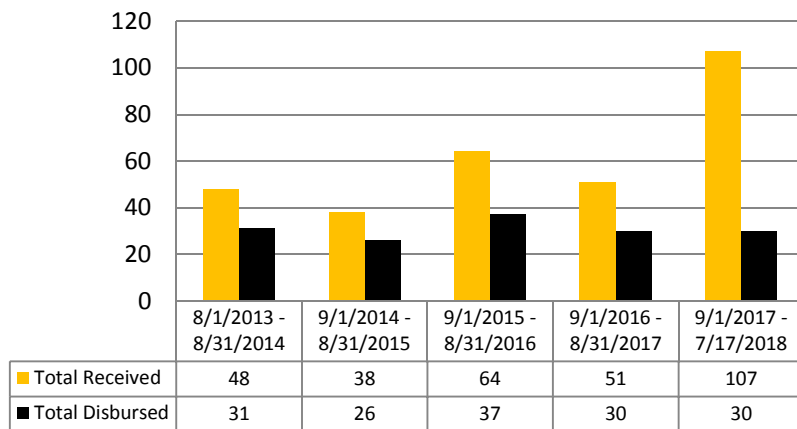
Candidate Tours = Total 49



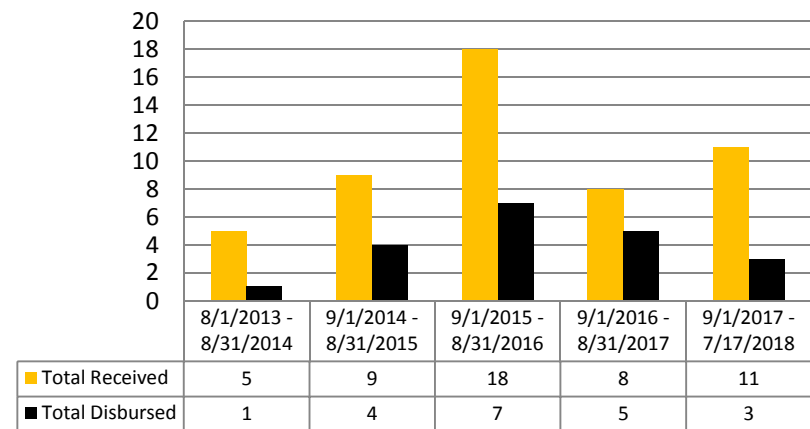
Rental Assistance = Total 46



Home Buyers



Home Sellers



Quality Performance Evaluation

Thank you for allowing us and the MovingWithTheRams (MWTR) program to help with your real estate needs.
We are continually striving to improve our service and your comments are greatly appreciated.

Name (optional): _____

I am a member/employee of: _____

Settlement Date(s): _____

Buyer ☐

Seller ☐

Both ☐

Did you receive your Welcome Letter? Yes ☐ No ☐

MWTR Coordinator: _____

Please rate your MWTR Coordinator:

Excellent

Good

Fair

Poor

Explanation of the MWTR Program

☐☐☐☐

Assessment of your needs and concerns

☐☐☐☐

Ease of contact & timely response to phone calls

☐☐☐☐

OVERALL PERFORMANCE

☐☐☐☐

MWTR Real Estate Agent: _____

Please rate your Real Estate Agent:

Excellent

Good

Fair

Poor

Timely response to phone calls

☐☐☐☐

Understanding of your real estate needs

☐☐☐☐

Knowledgeable of the real estate process

☐☐☐☐

Knowledgeable about your market area

☐☐☐☐

OVERALL PERFORMANCE

☐☐☐☐

Would you recommend the MWTR Program to others? Yes ☐ No ☐

Additional Comments:

Thank you for taking the time to complete our evaluation form.



www.thembl.org



Virginia Asian Chamber of Commerce

www.aabac.org



The Virginia Hispanic
Chamber of Commerce

www.vahcc.com



L&F Service Offering	Benefits to <i>VCU</i>	Cost to VCU or Employee
Destination Services Dedicated Relocation Counselor Electronic Customized Area Information Community Overview Tours Professional Home Finding Assistance Home Sale Assistance Temporary Living Coordination Rental Assistance Spousal Assistance International Resettlement Services	A single point of contact for relocation services for both the employee and recruiter Positive, professional first impression of VCU Relocation Program A valuable recruiting tool to increase job acceptance and transfer to area Selected team of sales agents for VCU to maximizes effectiveness of home finding Provides employees with qualified selection of agents to list their current home, creating a fast sell Negotiated competitive pricing with several companies; provides quality and saves employee time L&F counselor assigns agent (home) or refers to rent.com Account Manager will circulate resumes with L&F clients for personal review and consideration Personal assistance with international employees with assimilation services; i.e., assists with obtaining social security cards, driver’s license, banking accounts, school transfer information, etc.	no charge no charge no charge no charge no charge no charge no charge no charge \$50.00 hr.
“Moving with the RAMS” Preferred Real Estate Program	Available to new hires and current VCU employees, a customized relocation program with “cash back” incentives for real estate, closing credits on mortgage services, and discounts on settlement services, combined with expert relocation assistance provided by qualified, experienced relocation staff.	see rebate schedule on <i>movingwiththerams.com</i>
Prosperity Home Mortgage Origination Fee/Closing Costs Direct Bill closing costs Bon Air Title Attorney’s Fees	Direct savings based on loan amount credits on the HUD statement at closing Available for those employees being reimbursed for their closing costs by VCU L&F’s title company offers priority service for CRES clients and discounts on settlement services Provides a list of reputable attorney’s to close on new home with competitive fees	See credit schedule on <i>movingwiththerams.com</i>
Benefits Administration Lump Sum Allowance Management Employee Relocation Evaluation Customized Relocation Reports Customized web-link for VCU benefits page	L&F counselor will help new employee manage their lump sum to their best advantage Provide VCU overview of the success of the relocation program, target problem areas Status and activity reports keep VCU well informed Provide a professional “first impression” of VCU’s relocation services program	no charge no charge no charge no charge
Household Goods Move Management	Coordinates and manages 2-3 household goods move estimates working with VCU preferred vendors.	No charge for coordination

Thank you for your consideration.



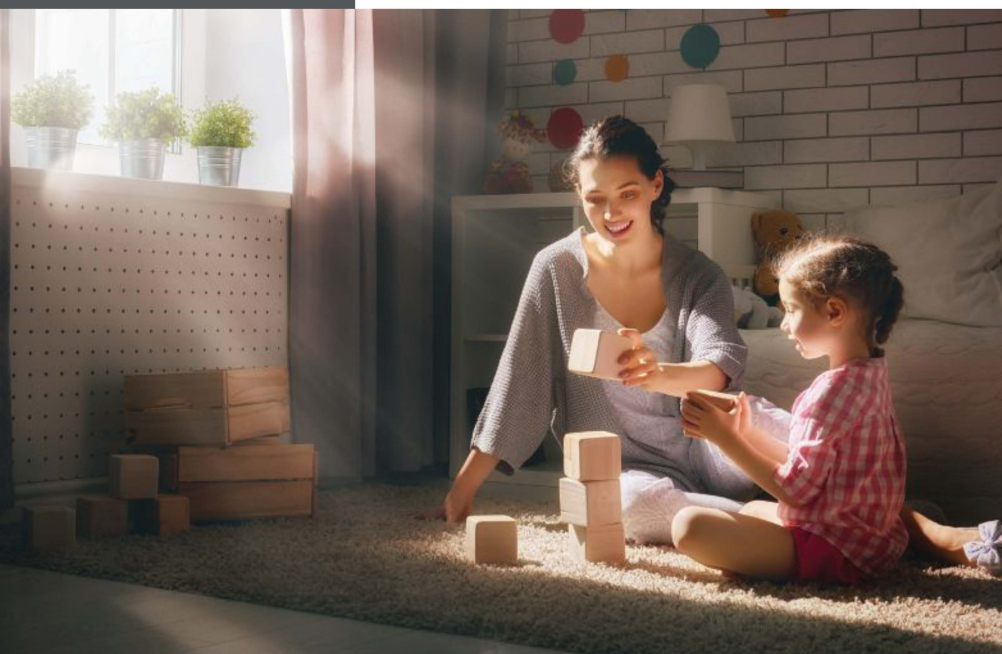
CORPORATE REAL ESTATE SERVICES

Long & Foster Real Estate | Long & Foster Corporate Real Estate Services
Prosperity Home Mortgage, LLC | Long & Foster Settlement Services | Long & Foster Insurance
Long & Foster Property Management | Long & Foster Vacation Rentals
Urban Pace | Fonville Morisey Realty

[wwwLongandFoster.com](http://www.LongandFoster.com)



2 0 1 7
A N N U A L
R E P O R T



LONG & FOSTER[®]
COMPANIES

Long & Foster. – For The Love of Home.[™]







You cannot talk about 2017 at Long & Foster without talking about HomeServices of America. After nearly 50 years operating Long & Foster as an independent company, I decided to sell the business—all of The Long & Foster Companies—to Berkshire Hathaway affiliate HomeServices of America.

It was the most difficult decision I have ever had to make, but it was also the best decision I have ever made for our family here at Long & Foster.

Becoming part of HomeServices ensures our success now and well into the future. The real estate industry has become increasingly competitive and complex, and succeeding (and leading) in such a market requires tremendous financial strength and commitment.

Joining HomeServices gives us just that—the financial resources to remain the dominant real estate brokerage on the East Coast.

It enables us to continue providing our agents with best-in-class marketing, leading-edge technology and support services to grow their businesses.

It allows us to continue innovating and remain relevant in an ever-changing and increasingly technology-focused industry.

It provides us with increased referral opportunities, helping our associates to build their businesses through our expanded national and international network.

It gives all of us full confidence that Long & Foster will remain the No. 1 independent real estate brand in the nation not only for the coming year, but also for the next 50 years.

A handwritten signature in black ink, reading "P. Wesley Foster, Jr." The signature is fluid and cursive, with a small "Jr." at the end.

P. Wesley Foster, Jr.
Founder, Chairman Emeritus
The Long & Foster Companies





Strength. It was the defining word for our company and our industry in 2017.

The U.S. economy enjoyed strong growth last year, and that, in turn, brought steady progress to the real estate market. While low inventory plagued many regions in the country, homes continued to sell at a relatively rapid pace and for increasing amounts. With interest rates remaining at historic lows, consumers stayed strong in the real estate game.

At Long & Foster, the market strength showed through in our sales achievements. With the hard work and dedication of our agents and employees, we enjoyed strong growth across our business lines, from mortgage and insurance to real estate and vacation rentals and beyond. Likewise, Wes Foster's decision to sell Long & Foster to HomeServices of America brought to us a financial strength that is unmatched amongst our competitors.

As we enter 2018—our 50th year in the business, Long & Foster is well positioned for continued growth. With the backing of Berkshire Hathaway and HomeServices of America, as well as our extraordinary family of real estate and financial services professionals, we will remain at the forefront of the industry and the real estate company of choice for buyers, sellers, renters and investors across the Mid-Atlantic and Northeast.

A handwritten signature in black ink, appearing to read 'Jeff S. Detwiler'.

Jeffrey S. Detwiler
President & CEO
The Long & Foster Companies

ACHIEVEMENTS

Expanding Our Business Success around the World

HomeServices of America

Ownership of The Long & Foster Companies changed hands last year, with HomeServices of America acquiring the full-service real estate business, including all our business lines—Long & Foster Real Estate, Prosperity Home Mortgage, LLC, Long & Foster Settlement Services, Long & Foster Insurance, Long & Foster Property Management, Long & Foster Corporate Real Estate Services, Long & Foster Vacation Rentals and Urban Pace—in September 2017. While not an easy decision for Long & Foster’s Founder Wes Foster to make, selling his businesses to the Berkshire Hathaway affiliate not only protected the legacy of what he had built at Long & Foster, but also positioned our companies for ongoing growth.



HomeServices has a proven record of acquiring strong independent brands like Long & Foster, and working with the agents and employees of those companies to help them achieve even greater success. Like Long & Foster, HomeServices is known for its integrity, financial strength and operational excellence. Joining their family of companies has provided a unique opportunity for Long & Foster, our agents and employees to deliver even better services and solutions to our clients.

In addition, our goals remain the same as the day that Wes Foster opened Long & Foster—to help real estate agents achieve success in the business by providing them with the best training, technology and support possible. We are, and always will be, an agent-focused organization that is dedicated to ensuring our associates are the best trained and best equipped in the industry. We continue to create an atmosphere in which agents can accomplish their own and their clients’ goals, and our new ownership provides the added financial strength to support us for generations to come.



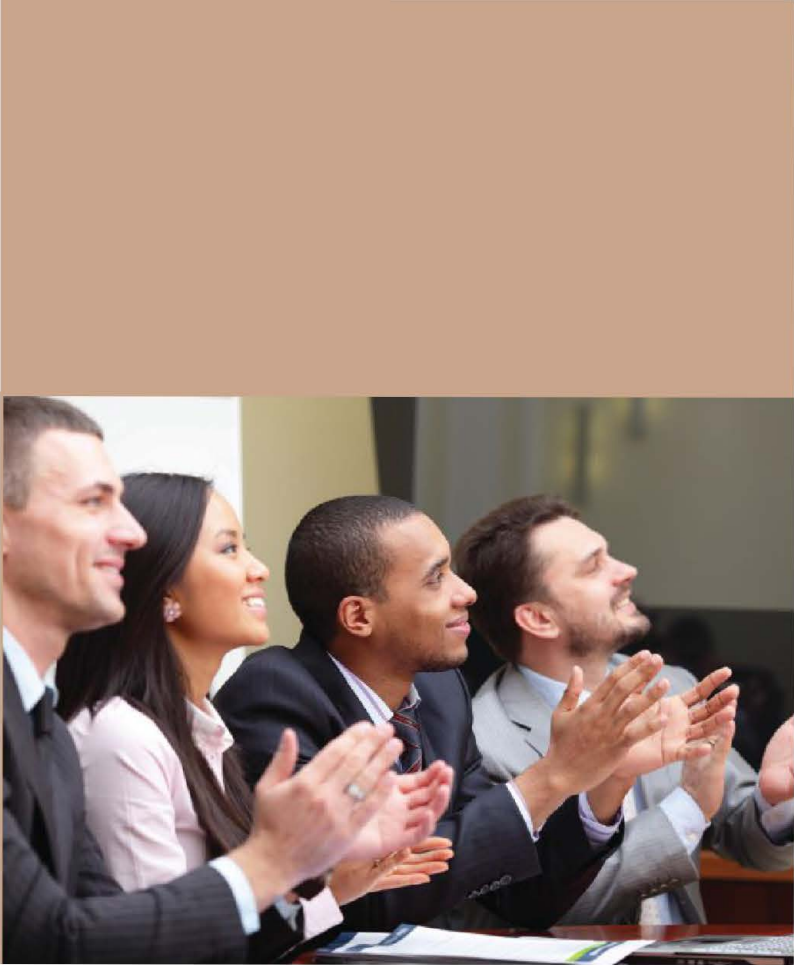
“Our policy is to try and always buy the very best, and I know we hit one out of the park when we made the arrangements to join with Long & Foster.”*

–Warren Buffett



Warren E. Buffett
Chairman & CEO, Berkshire Hathaway, Inc.

*As shared by Mr. Buffett in a video announcing the acquisition.



Strategic Growth and Acquisitions

While Long & Foster's ownership changed hands in 2017, our path of expansion and growth stayed true. In May, Long & Foster Vacation Rentals acquired Annapolis Accommodations, a vacation and home rental firm in Annapolis, Maryland. The partnership expanded our Vacation Rentals division on the popular Eastern Shore of Maryland. In mid-September—just a week after announcing the HomeServices acquisition, Long & Foster joined forces with Evers & Co., a boutique real estate brokerage in the Washington, D.C., and Montgomery County, Maryland, areas. The addition of Evers & Co. expanded Long & Foster's already dominant position in the greater D.C. market.

Shortly thereafter, Long & Foster grew our business in the Richmond and Charlottesville areas, as well as Northern Virginia. Monticello Properties, a real estate firm at Lake Monticello, Virginia, became part of Long & Foster in early October, growing our presence in Fluvanna County. Long & Foster also acquired Jefferson Properties, one of the Richmond area's fastest-growing companies, in October. In addition, Long & Foster partnered with McGrath Real Estate Services in Herndon, Virginia, in late October, increasing both our real estate brokerage and property management operations.

5

Companies acquired by
Long & Foster
in 2017

225+

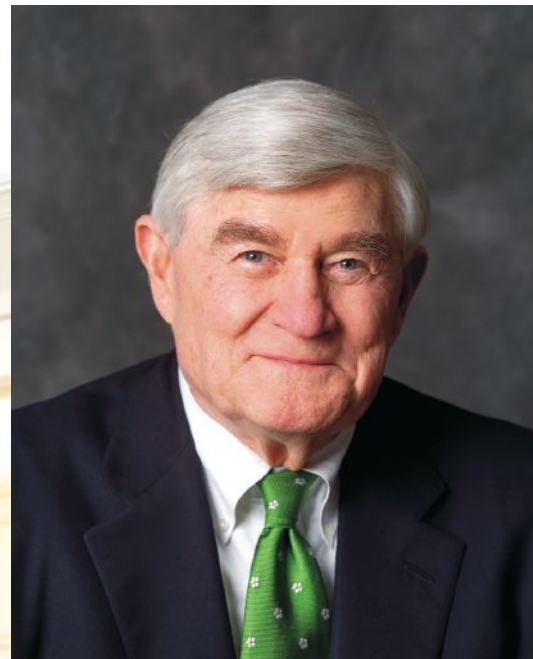
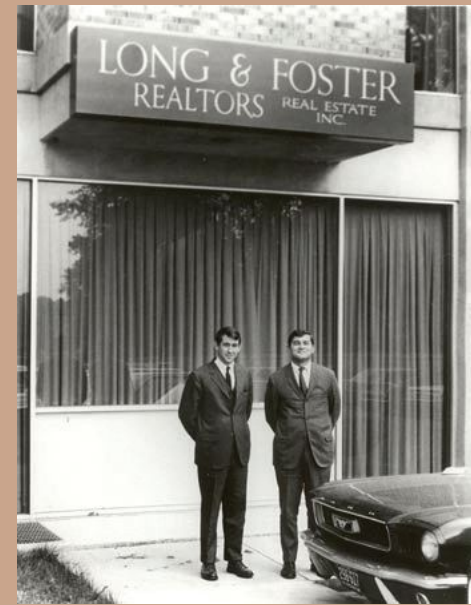
Agents who joined
Long & Foster as a result
of our strategic
acquisitions in 2017



A Lifetime of Success

In December 2017, the Washington Business Journal honored our founder, Wes Foster, with its Lifetime Achievement Award. The award recognized Foster for the contributions he has made to the real estate industry since starting the company in 1968.

The Washington, D.C., publication presented the award to Foster at its annual CEO of the Year and C-Suite Awards in December 2017. In preparation, the business outlet interviewed Foster, publishing a video and article that offered a glimpse into his impressive career, the sale of his company to HomeServices of America and Foster's transition into his role as chairman emeritus. Though Foster's role at Long & Foster has changed, he continues to come to the office and remains actively involved in our organization.



The New Look of Long & Foster

In the lead up to our 50th anniversary—to be celebrated in 2018, Long & Foster Real Estate refreshed our classic and iconic branding. After extensive market research and internal analysis, the brokerage unveiled our new look for both the traditional and luxury markets.

We updated our color scheme, deploying a simpler and more modern palette of bright red and navy blue. We also introduced modernized typography for our marketing and advertising efforts, and the company reinforced our commitment to our heartfelt tagline of Long & Foster – For The Love of Home™.

With Long & Foster’s updated branding, the brokerage contemporized our look and feel, replacing the traditional crest with a simple geometric design. Our branding also became more consistent with the modern technology and presentation of our website, LongandFoster.com, which celebrated its first full year of use in 2017.



CHRISTIE'S
INTERNATIONAL REAL ESTATE



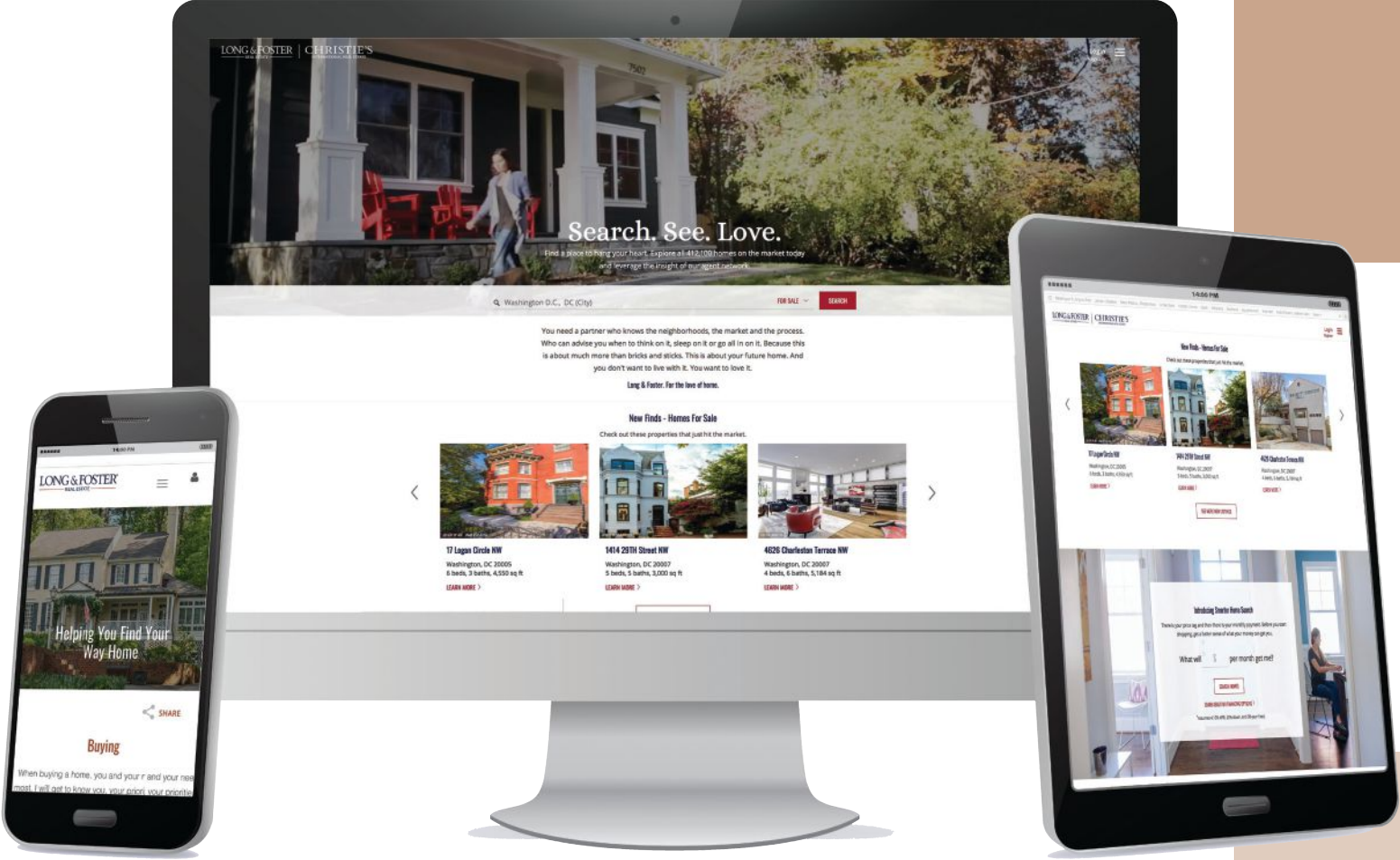
“The redesigned branding not only pays tribute to our extensive history, with a vibrant shade of red – a color that’s been synonymous with Long & Foster for over 20 years – but also elevates our look for the future.”

BRAND VISION - UNDISPUTED LEADER

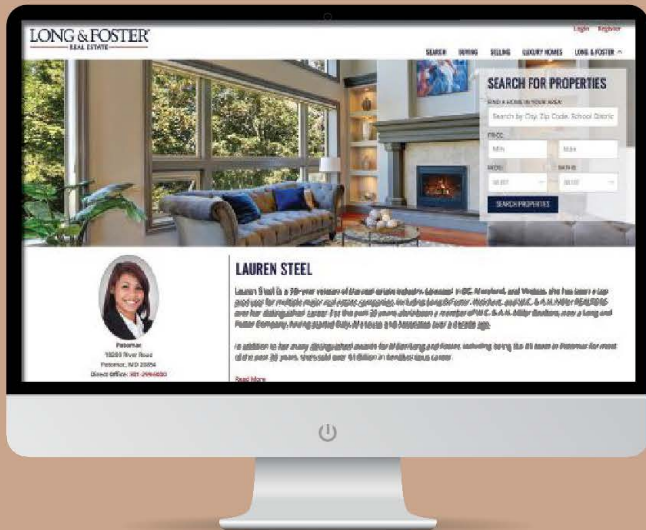
Tradition Strength Confidence Trust Service Expertise

Digital Innovations

Long & Foster’s digital presence continued to grow and advance in 2017, with the unveiling of customizable, responsive agent websites, as well as upgrades to our award-winning corporate website and other resources to help our agents reach more potential clients.

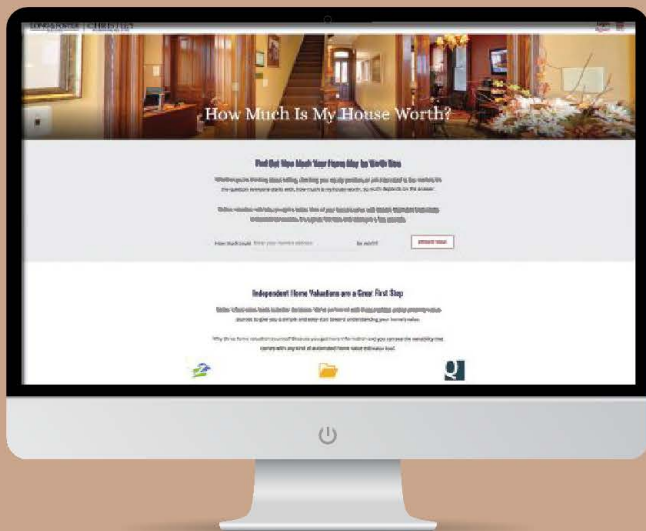


LongandFoster.com



Agent Websites

Each Long & Foster agent can now create their own personalized and responsive website choosing from over a dozen modern templates. The new sites give our agents the ability to tell their own real estate story and put forth their unique value propositions, and they are search-engine optimized to give our associates maximum online visibility. Clients can also text their agent directly from these sites, and visitors to agents' sites get access to the same robust search functionality as LongandFoster.com.

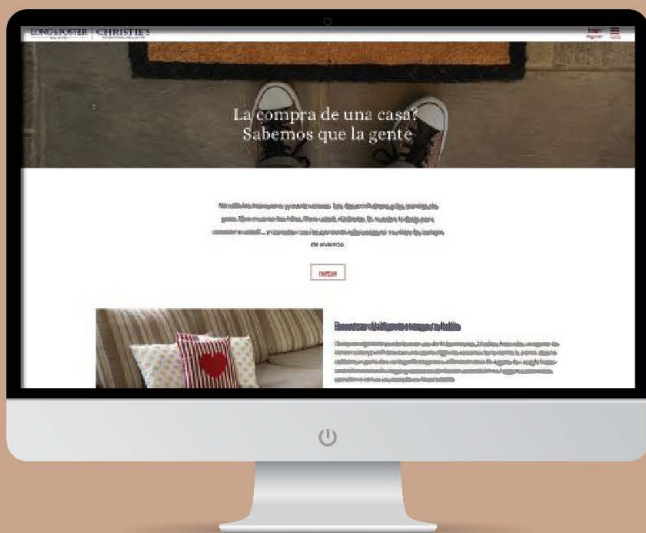


LongandFoster.com Enhancements

Long & Foster in 2017 rolled out a home value estimator on LongandFoster.com, giving site visitors an instant valuation of most residential properties in the Mid-Atlantic and Northeast. The online tool draws from three sources to create a broad range of possible valuations, with the caveat that only a qualified real estate expert—like those at Long & Foster—can give an accurate picture of a home's market value.

Another new digital innovation allows visitors to LongandFoster.com to hear any property description aloud in English or Spanish with the click of a button.

Google Translate is also now available on LongandFoster.com, giving visitors the ability to view the site in approximately 100 languages.



Business Building Tools for Agents

Long & Foster continually looks for ways to make our agents' lives simpler while helping them grow their businesses. Delivering on this commitment in 2017, we introduced several valuable upgrades to our company-provided Moxi Engage and Moxi Present platforms.

Moxi Present, an interactive CMA and presentation solution, got an overhaul, with all-new design that makes it easier for agents to build custom presentations for their prospects. Moxi Engage, the productivity and CRM solution available to all our agents, also added much-desired and valued features, such as Facebook advertising and prospecting programs. We also introduced a partnership via Moxi Engage with Spacio, enabling our associates to automate and digitize their open houses.

60,000+

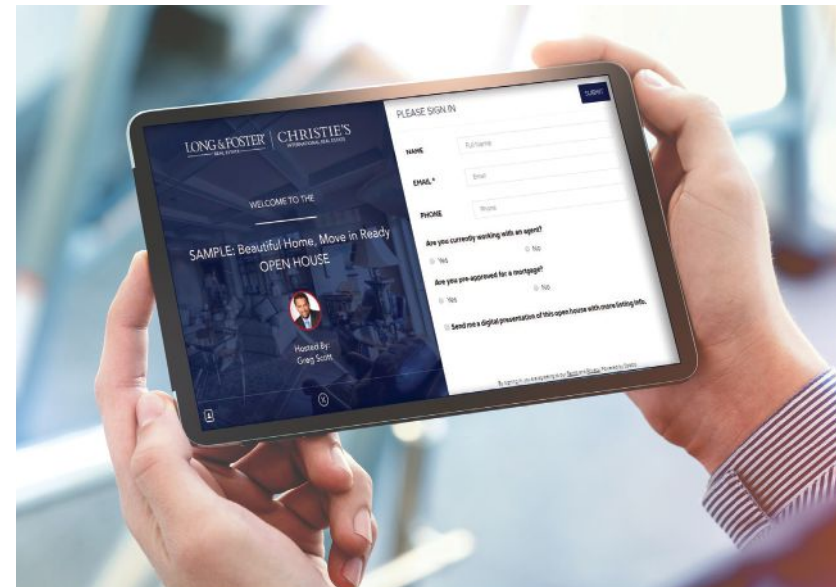
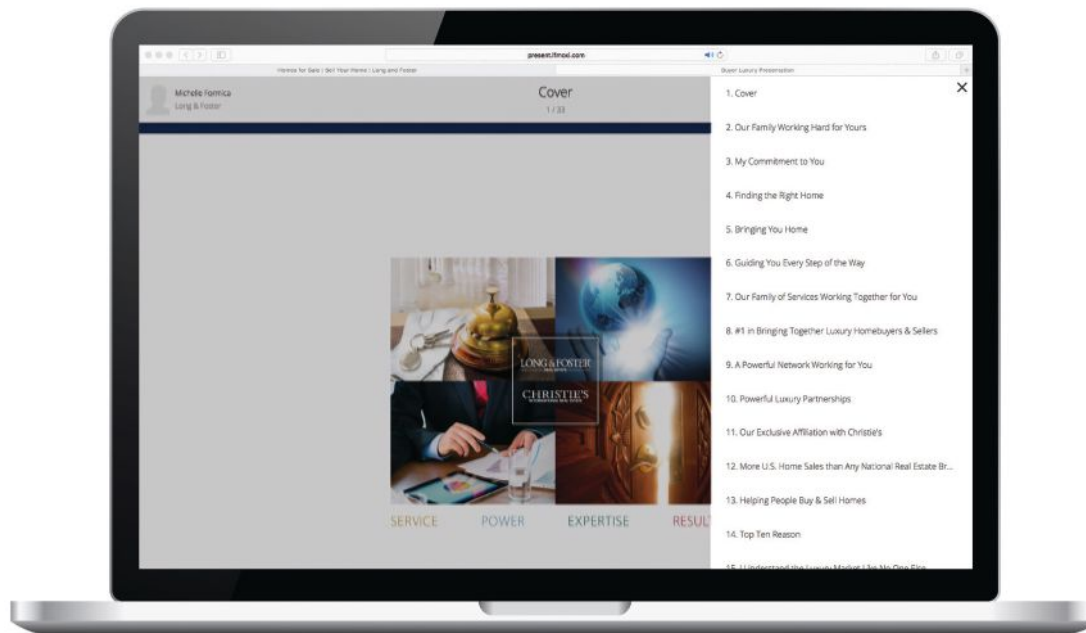
Presentations developed
in Moxi Present
for prospective home sellers
by Long & Foster agents

13,000+

Presentations built
in Moxi Present for
potential home buyers
by Long & Foster agents

21.6M

Number of pageviews on
LongandFoster.com—
the majority of which
(50 percent) were of for-sale
and rental listings





Agent Succession Program

Many Long & Foster agents have worked for years to build successful businesses. What happens to their life's work when they decide it is time to step back from real estate? In 2017, Long & Foster recognized that we could help our agents (and many others) to answer that question, so we rolled out the Agent Succession Program as part of our proprietary Leverage initiative.

Through the Agent Succession Program, we help retiring agents to evaluate, package and prepare their businesses to sell to other, carefully vetted Long & Foster agents who are looking to grow their own businesses by purchasing a fellow associate's book of business. Both agents—those retiring and those interested in acquiring a business—receive hands-on support from Long & Foster from the start of the process through its completion.



TRAINING AND EDUCATION

Helping Agents Achieve Success in Real Estate

Growing Your Real Estate Career With a Top-Notch Education

Real estate agents have trusted Long & Foster for their educational needs for more than 30 years. We offer both traditional classroom and online learning options, providing our agents with access to the best resources in the business.

At the Long & Foster Institute of Real Estate and the Foster Real Estate School, we provide everything necessary to acquire and maintain your real estate license, from pre-licensing courses to continuing education.

“Long & Foster
agents are the best
educated and the
best equipped in the
business.”

18,000+

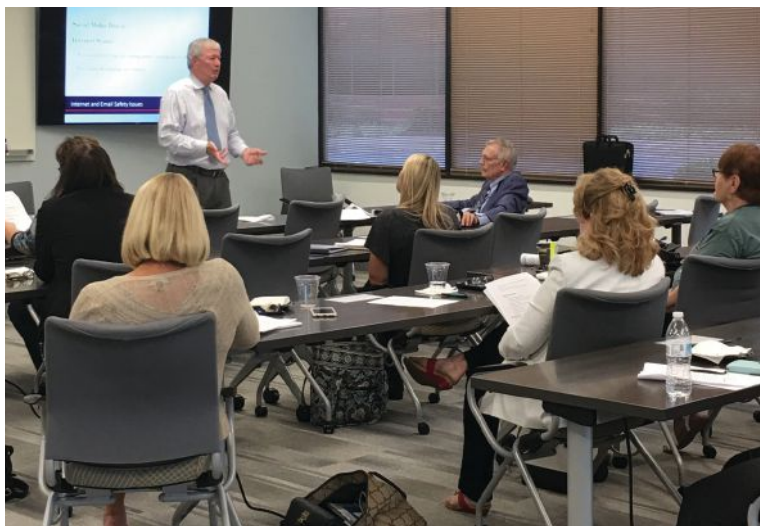
Students attended real estate
courses, including
pre- and post-licensing classes,
with the Long & Foster Institute
of Real Estate and the Foster
Real Estate School

6,000+

Individuals completed
Long & Foster's
pre-licensing program
either in-person
or online

980+

In-person and online
pre-licensing and continuing
education courses hosted by
Long & Foster and our
expert real estate instructors





Achieving Your Career Goals Through Training Opportunities

Long & Foster's Professional Development department continued to expand our Success Path training offerings in 2017. After agents join the Long & Foster family, they have access to Success Path—our exclusive curriculum series. Through Success Path, Long & Foster agents gain the business development and marketing knowledge they need to succeed in their real estate career.



2,900+

Agents took professional development courses through the Success Path program with Long & Foster

150+

Professional development courses hosted online and in-person as part of the Success Path program

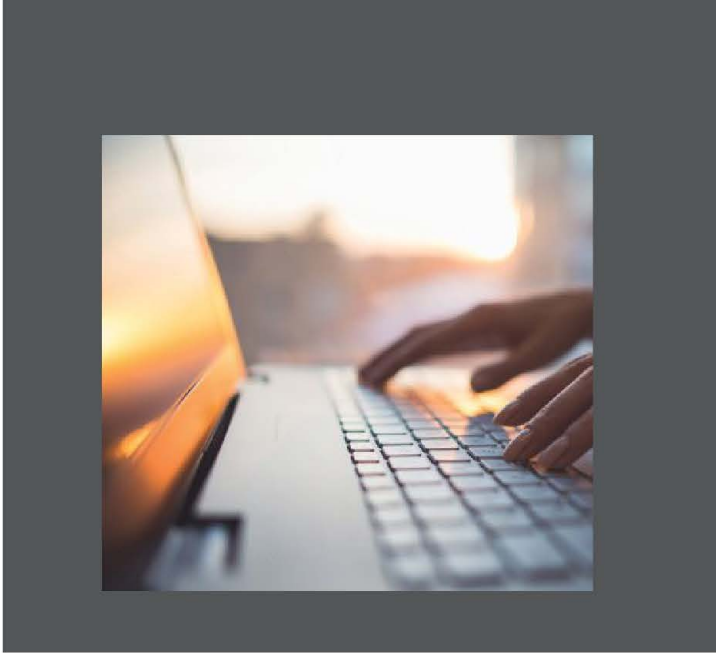


New Professional Development Initiatives

In 2017, Long & Foster's Professional Development division announced its new Leverage initiative, which includes 12 hours of high-level instruction on business foundations, team building and agent succession planning. These classes and programs are now available to all Long & Foster associates.

Becoming An Expert Using Long & Foster-Provided Tools And Technology

In the last year, Long & Foster has expanded our online training platform—known as the Institute—where agents can access everything they need to enhance their business in a single location. All our training videos and tutorials are accessible 24/7 on the Institute from any Internet-connected computer. The Institute offers helpful classes on Long & Foster’s company-provided tools like Moxi Engage, Moxi Present, our responsive agent websites and many others, as well as licensing and continuing education courses and certification programs.



24/7

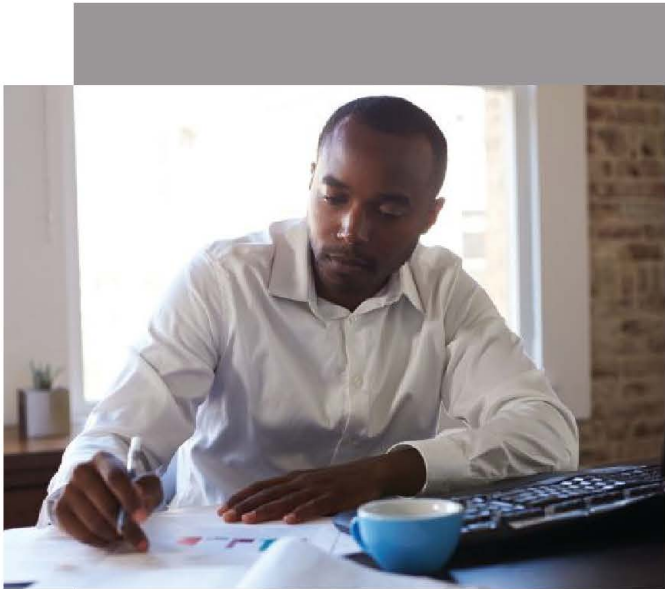
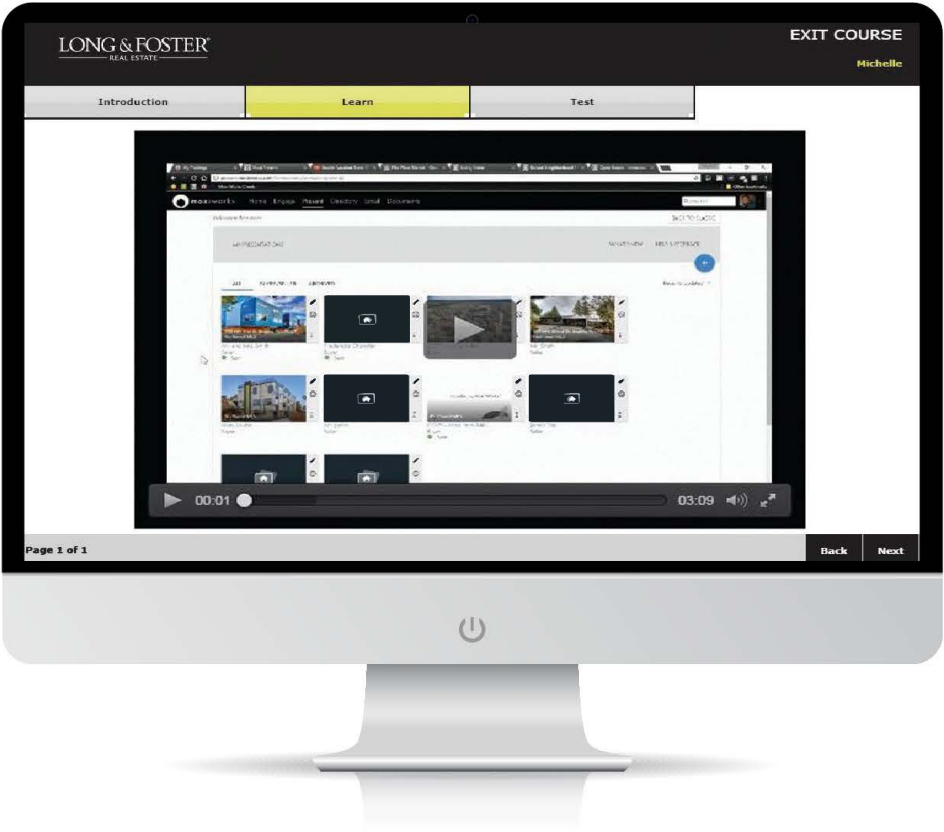
Accessibility for the Institute from any Internet-connected computer

2,100+

Individuals registered for 19,700+ courses on the Institute

250+

New training courses added to the Institute in 2017





Going Beyond the Basics with Exclusive Networking and Learning Opportunities

Long & Foster offers a range of networking and informative events throughout the year to help our agents build and grow their businesses. In 2017, we hosted our inaugural ReCharge events for our top real estate agents – a winter session in Reston, Virginia, and a fall session in Chesapeake, Maryland. Our ReCharge events included time to network with colleagues, seminars led by industry experts and company executives, vendor fairs and more.



CORPORATE GIVING

Working Together for Our Community

For Long & Foster, real estate is about more than just helping people buy and sell houses—it is about building communities where our families and friends can thrive. It is about helping others and working together to make our neighborhoods better places for all of us to live, work and play.

That philosophy of giving back has guided The Long & Foster Companies since our founding in 1968. At that time, Wes Foster made a commitment to support the communities in which his agents and employees lived and worked. His promise became an integral part of the culture at Long & Foster and the reason our company supports so many philanthropic endeavors each year.



American Heart Association

Not only is there a culture of giving at Long & Foster, but also there is a great focus on health and wellness. Once again, in 2017, the company dedicated our Long & Foster Cares Giving Campaign to the American Heart Association. Working together, our employees and agents participated in the American Heart Association's Heart Walks in Baltimore, Philadelphia, Raleigh, Richmond and Washington, D.C. With additional fundraisers held throughout the year, the company raised nearly \$237,000—a 29 percent increase from the 2016 total.



Children's National

Long & Foster served as the signature sponsor of the Board of Visitors for Children's National Health System's annual Care for Kids fundraiser in 2017. This was the fifth consecutive year the company supported this popular charity-shopping event. The fundraiser not only boosts donations for Children's National, but also promotes businesses in the greater Washington, D.C., area, where Long & Foster operates dozens of offices.





Community Service Day

Each year, Long & Foster holds a company-wide Community Service Day for agents and employees to take a break from their day-to-day business and give back to the many communities in which we live and work. This past year marked the 20th annual Community Service Day, and hundreds of members of the Long & Foster family got in the spirit, helping local organizations with everything from hosting document-shredding events and leading fundraisers at local restaurants to cleaning up parks and holding food drives for those in need.



Cornerstones

In 2017, Long & Foster's agents and employees again supported Cornerstones, a Northern Virginia-based nonprofit that helps connect families and individuals with the resources necessary to achieve stability and self-sufficiency. For the second consecutive year, Long & Foster sponsored Cornerstone's annual fundraising performance of the Capitol Steps, a political satire troupe. We also dedicated part of our Community Service Day fundraiser at our Chantilly, Virginia, headquarters, to helping the nonprofit with a food drive.



\$25,000

Long & Foster teamed with agents and employees to raise money for Friendship Place

\$50,000

Raised in total thanks to a special matching donation by internet giant Amazon



Ending Homelessness
Rebuilding Lives

Friendship Place

In 2017, Long & Foster partnered with Friendship Place, a D.C.-based nonprofit that is committed to developing solutions to homelessness. The organization has helped thousands of people through their transitional housing and shelters, free clinic, job placement service and other programs. Long & Foster teamed with our agents and employees to raise \$25,000 for the nonprofit. In addition, because of a special partnership Friendship Place had with Amazon last year, the internet giant matched Long & Foster's donation, bringing it to a total of \$50,000.



Photo courtesy of Friendship Place



Red Cross Hurricane Relief Efforts

After Hurricanes Harvey and Maria devastated the southern United States, from Texas to Florida and into the Caribbean, Long & Foster's agents and employees knew they had to help. That is why we partnered with the American Red Cross to support their hurricane relief efforts. Our employee and agent donations, combined with a company match of \$25,000, resulted in a total of more than \$53,000 raised for the Red Cross in 2017. In addition, we helped Olympia Moving & Storage, one of our Home Service Connections partners, in donating much-needed supplies to individuals affected by Harvey.



\$28,000

Amount Long & Foster agents and employees donated to the American Red Cross

\$53,000

Total amount raised for the American Red Cross by Long & Foster in 2017



Toys for Tots

As a veteran of the U.S. Army and a graduate of the Virginia Military Institute, Wes Foster maintains a close connection to the U.S. military, and that is why Long & Foster has supported the U.S. Marine Corps Reserves Toys for Tots program for over 25 years. The company encourages each of our offices to collect toys for the Marines, and in 2017, Long & Foster's real estate agents, employees and clients donated thousands of toys to the cause, bringing holiday cheer to children in need across the region.



AGENT SATISFACTION

Delivering Results for Our Associates



“I love this company because the people are amazing – I’ve never worked with more honest and honorable people in my life.”

Continued Commitment to Putting Our People First

Since our founding in 1968, Long & Foster has been committed to putting our agents and people first. Our firm believes that when our real estate professionals succeed, we all succeed. By recruiting the top managers in the business, the Long & Foster family of agents has the right guidance to grow their careers and provide the best service possible to their clients.

Long & Foster’s annual Agent Satisfaction Survey provides an inside look at how the company’s managers succeed in creating productive working environments where our agents can develop their skills and grow their businesses in a positive atmosphere. Thousands of agents participated in the 2017 survey, providing insightful feedback and recommendations that help the company with our strategic direction and future investments.



The survey allows participants to rate Long & Foster, our management and our leadership on a 10-point scale. As in years past, agents gave our company's managers high marks for their positivity, their accessibility and their helpful training. At the corporate level, agents ranked Long & Foster highly for moving in the right direction and for having regional executives who understand what agents need to succeed in the business.

Long & Foster's leadership team believes the Agent Satisfaction Survey is an important tool in helping them stay connected with our dedicated family of sales professionals, giving them the ability to learn about the needs of agents and how to best help them succeed. Year after year, management at the individual office, regional and corporate levels continues to score high, with agents ranking the company 8.22 out of 10 for overall satisfaction in 2017.

8.22 of 10

Overall satisfaction level
of Long & Foster agents as ranked in
the 2017 Agent Satisfaction Survey

"I will always refer to Long & Foster as the professionals' company that helps agents at every step of growth. They have top managers, excellent support staff and leading-edge training, software and equipment."

"I am proud to be part of a company with high standards and great people."

"My office managers are visible and energetic and make my success a priority."



"My branch manager has been awesome, helpful, and the mentorship and training made available to me has been excellent."



LONG & FOSTER COMPANIES

Providing Clients with Everything They Need on Their Journeys Home



Long & Foster Real Estate

Long & Foster Real Estate has been helping clients on their journeys home since 1968. With nearly 11,000 real estate agents working throughout the Mid-Atlantic and Northeast, Long & Foster's more than 230 offices can be found from New Jersey to North Carolina. The company's family of agents and service professionals helps clients achieve their goals whether they are purchasing their very first home, upgrading to the home that fits their needs and lifestyle, or investing in property.

Long & Foster agents are well known for serving as trusted advisors, skilled negotiators, local neighborhood experts, practiced house-hunters and, often times, friends. They are passionate about what they do and they live and work for the love of home, walking their clients through each step of the real estate process. In 2017, Long & Foster agents helped their clients reach the closing table nearly 85,000 times, selling more than \$31.1 billion in real estate.

~11,000

REAL
ESTATE
AGENTS

230+

LOCAL
REAL
ESTATE
OFFICES

\$31.1B+

REAL
ESTATE
SOLD
IN 2017

~85,000

TRANSACTIONS
IN 2017

Experts in the Luxury Real Estate Marketplace

In addition to their excellence in all aspects of real estate, Long & Foster agents are among the best professionals and experts in the luxury real estate market. The company's agents are responsible for bringing together more luxury homebuyers and sellers than any other brokerage in the Mid-Atlantic.* The firm's powerful affiliations with Leading Real Estate Companies of the World, Luxury Portfolio International, Who's Who in Luxury Real Estate and Christie's International Real Estate** puts them in an excellent position to continue expanding that status.

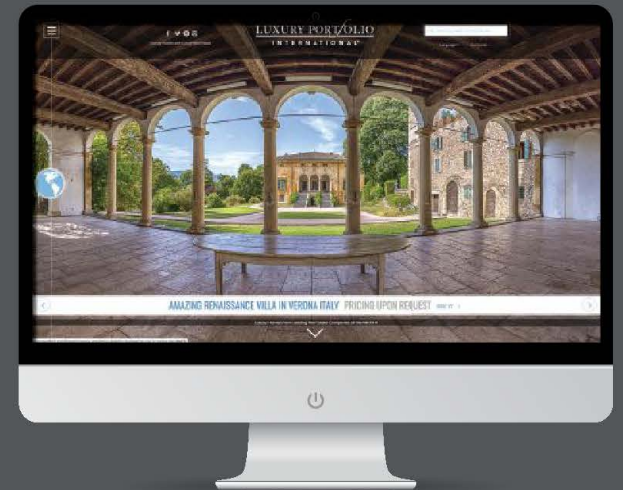
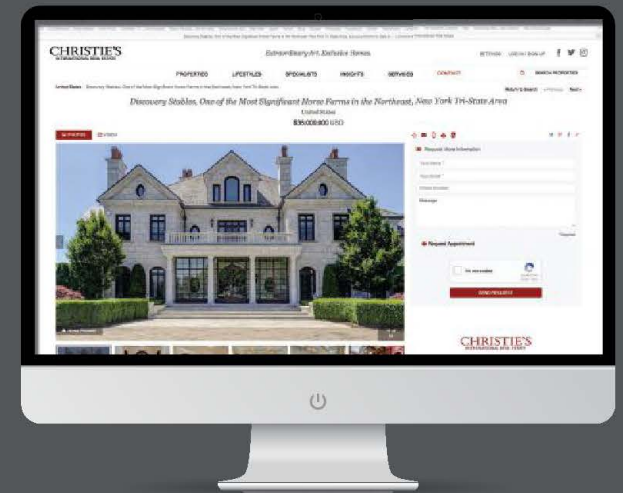


Long & Foster agents are recognized for the exceptional support they are able to provide to high-net-worth clients, offering them personally tailored services to meet their unique needs. They continually maximize the firm's luxury partnerships to ensure their clients' properties receive the best exposure possible to high-end buyers locally, nationally and globally. They offer expertise and insight on affluent markets around the world, backed by detailed market reports and data, to ensure their customers get a luxury home experience with proven results.



*Source: Information is based on data supplied by MRIS and its member Association(s) of REALTORS, who are not responsible for its accuracy, as compiled by Terradatum.

**In select markets.



Largest
Affiliate in the Christie's
International Real Estate
network



Prosperity Home Mortgage, LLC

More than 150 mortgage consultants from Prosperity Home Mortgage, LLC, are smoothing the way to homeownership for homebuyers in 14 states. A wholly owned subsidiary of

The Long & Foster Companies, Prosperity is a full-service lender, providing personalized service and competitive rates. It offers a wide range of mortgage products, including fixed and adjustable rate mortgages, jumbo loans, Federal Housing Administration (FHA) and Veterans Affairs (VA) loans, and renovation financing.

Prosperity's financial professionals work diligently to secure the best mortgage and loan options for their clients, whether they are purchasing a new home or refinancing an existing loan. They know the home-lending process, and they are dedicated to working with each client as if they were their only client—a level of service that has enabled the company to continually grow its business and earn numerous awards for both sales and client support. Among Prosperity's many achievements are rankings in the Scotsman Guide as the 48th largest lender, based on overall loan volume, and in the top 50 of Mortgage Executive Magazine's Top 100 Mortgage Companies in America list.

\$3.06B

Volume of financed loans
in 2017

~10,900

Loans financed
in 2017

31

Prosperity mortgage consultants
honored as the nation's best by
Mortgage Executive
Magazine



LONG & FOSTER[®]

INSURANCE

Long & Foster Insurance

The knowledgeable professionals at Long & Foster Insurance work with their clients to get them the highest quality insurance protection for their home, car, life and more at the best possible rates by doing the comparison shopping for them, saving them time and money in the process. Long & Foster Insurance's thorough knowledge of the nation's top insurance providers and their policies allows them to expertly guide clients through their options, working with companies like Encompass, Progressive, Safeco, Travelers and more. They translate each policy from insurance lingo to easy-to-understand terms, allowing customers to confidently select the right coverage for their individual needs.



9,800+
New policies in 2017

~49,500
Total policies in effect

In 2017, Long & Foster Insurance added a dedicated commercial insurance team in an effort to bring greater value to its clients. The team is focused on developing relationships with commercial carriers and assuring the availability of the best commercial insurance products for all customers. From basic commercial insurance packages and worker's compensation to event cancellation policies and international travel coverage, Long & Foster's commercial insurance professionals help ensure each client has the right coverage at the right price with the best support throughout the process.

In addition to providing home, auto, flood, life, umbrella, vacant property, renters and numerous other types of insurance policies, Long & Foster Insurance offers home warranty options. The company works with two of the nation's leading providers, HMS Home Warranty, which offers the Long & Foster Home Warranty Plan, and 2-10 Home Buyers Warranty. These companies provide financial protection against unforeseen home repairs, bringing homeowners added peace of mind.



Long & Foster Settlement Services

One of the things that sets Long & Foster apart is our ability to assist clients through the entire real estate buying process. Our settlement experts work meticulously to make sure deals go through and clients are protected, so they and their agents can focus on getting to the finish line. Our title and settlement firms handle complex issues, from the title search and document preparation to closing coordination and filing.

Whether they are working with a first-time homebuyer, a client moving to their dream retirement destination or a commercial customer, Long & Foster Settlement Services ensure the process is simple, secure and efficient. Our settlement companies include RGS Title, LLC, Sage Title Group, Sage Premier Settlements, Infinity Title Agency, Mid-States of Southwest Virginia, Bon-Air/Long & Foster Title, Shaheen Law Group, Baird Mandalas Brockstedt LLC, Crawford Law Group and Guaranty Title.

LONG & FOSTER®
— SETTLEMENT SERVICES —

20,500+

Transactions closed
in 2017

10

Settlement companies
across the Mid-Atlantic and
Northeast



Long & Foster Corporate Real Estate Services

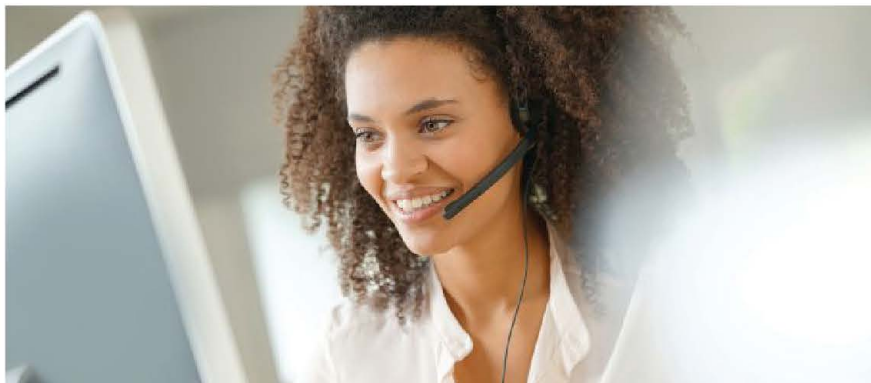
Long & Foster's award-winning Corporate Real Estate Services (CRES) division helped thousands of individuals relocating throughout the United States in 2017. Whether it's a corporate-sponsored or personal move, CRES provides assistance from the beginning to the end of the relocation process, going beyond the home search and sale by coordinating all activities associated with the move. As a founding member of Leading Real Estate Companies of the World (LeadingRE), we are connected with a network of over 565 premier real estate firms globally. CRES team members are also strategically located throughout Long & Foster's Mid-Atlantic and Northeast footprint to provide local expertise to our clients.



The CRES division actively participates in industry-leading networks and organizations to bring both corporate and individual transferees relocation-related benefits and programs, with the highest level of customer service. We are a current and active member of Worldwide ERC and the Relocation Directors Council.

CRES also has repeatedly earned the prestigious RELO Quality Certification, the only relocation-specific, quality service recognition. We were also selected by the WHR Group for the Partner in Quality Award in 2017 for exceeding commitments to customer satisfaction, supply chain management, service excellence and overall cost management in the employee relocation sector.

Beyond traditional relocation services, CRES offers our Partner Advantage Program to exclusive clients. Long & Foster's Partner Advantage Program provides employees with real estate services across the Long & Foster family of companies, many of which come with cost-savings benefits at no cost to our corporate clients.





Long & Foster Property Management

At Long & Foster Property Management, we know that property investors want reliable renters and renters want reliable service. That is why we work diligently to ensure both those expectations are met, offering all the services needed for managing investment properties. Our professionals can price a property and make it more competitive in the marketplace, screen for qualified tenants and fill vacancies quickly. We even help our owners with accounting, so they can maximize their return on investment each year.



In 2017, we reaffirmed our client-focused approach, as a new senior leadership team took the helm at Long & Foster Property Management. With our changing leadership came a renewed focus on expanding operational efficiencies and improving service to our property owners and their tenants. The past year also brought the expansion of our business, as we acquired Annapolis Accommodations in Annapolis, Maryland, and McGrath Real Estate Services in Herndon, Virginia.

~22,500

Rental applications
processed by Long & Foster

7,400+

Properties under management
with Long & Foster
Property Management



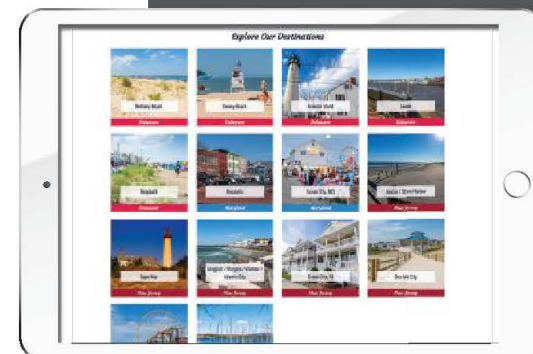


Long & Foster Vacation Rentals

Long & Foster Vacation Rentals provides comprehensive service for vacationers and vacation homeowners alike by taking care of

reservations, check-ins, maintenance calls, cleaning and more. The knowledgeable, professional staff makes the process easy for homeowners who are renting their vacation properties while also helping vacationers book their next getaway along the coasts of Delaware and Maryland, on the Jersey shore and at Smith Mountain Lake, Virginia.

In 2017, Long & Foster Vacation Rentals made it even simpler for vacationers to plan and book their next dream getaway by launching an all-new website, LfVacations.com. On the responsive and modern site, it is easy to browse thousands of vacation properties and book your vacation online. Vacationers also can get an inside look at the areas they'll be visiting, learning about local grocery stores, restaurants, shopping, golf courses and more, on the site.



17

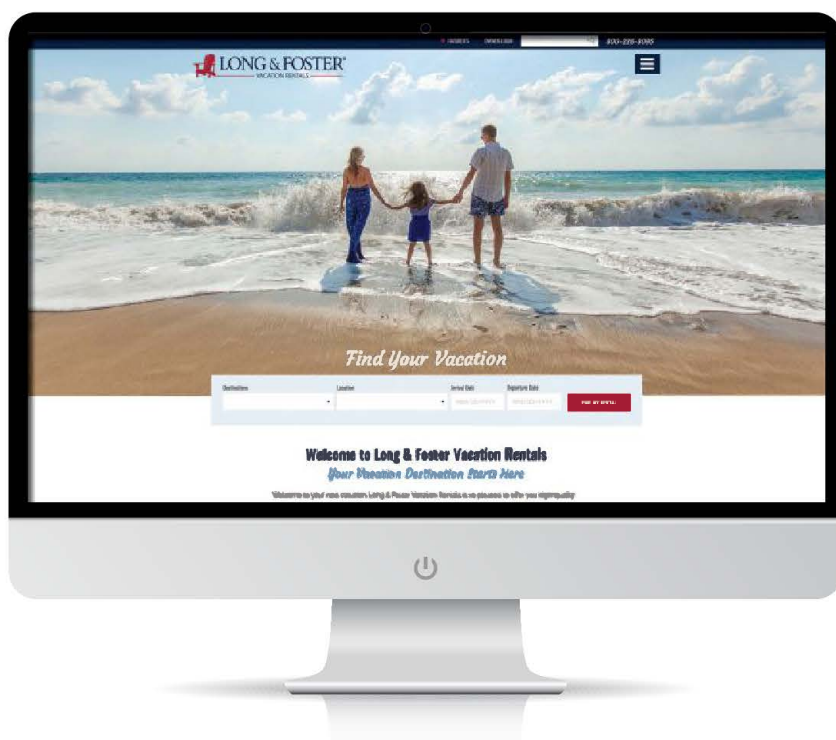
Number of destinations
where you can book your
next getaway with
Long & Foster
Vacation Rentals

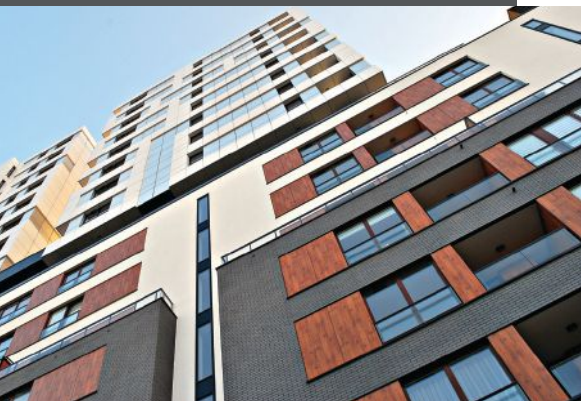
3,300+

Number of vacation
properties available
to rent through
Long & Foster
Vacation Rentals

88,500+

Number of nights rented
at vacation homes through
Long & Foster
Vacation Rentals in 2017





Long & Foster Commercial Division

Long & Foster's real estate prowess extends beyond the residential market, with a commercial division that delivers a high level of expert services from dedicated, knowledgeable professionals. The Commercial division guides clients through buying, selling and leasing properties, covering diverse asset classes, including office, industrial, retail, hospitality, multifamily and land. The division is active in advising and representing clients both acquiring and selling investment properties. Though most transactions occur within Long & Foster's Mid-Atlantic and Northeast footprint, the division has extended beyond those boundaries to successfully represent clients in other states.

LONG & FOSTER®
COMMERCIAL DIVISION

The Commercial division's in-house development group works exclusively on building and developing projects, using flexible structures to fit each client's needs. From ground-up build-to-suit projects to total and partial redevelopments and creative joint venture solutions, the development group assists with sales and leasing, taking projects to completion. The group's potent mix of commercial real estate and real-world expertise ensures the success of their clients, year after year. The Commercial division is also active in representing foreign investors.

329

Commercial properties
leased

~350

Commercial units sold

~\$209M

Volume of commercial
real estate sales



The Commercial team leased over 329 commercial properties worth \$88.6 million in 2017, and sold almost 350 commercial units for an annual sales total of around \$209 million. That success emanates from the division's 35+ diligent, experienced associate brokers, as well as its industry affiliations. The Commercial division is a member of the TNC Worldwide and GVA Worldwide Transatlantic Alliance, an international network of independent commercial real estate companies that collectively represent over \$58.6 billion in annual transactions. Through its affiliation with elite commercial information providers, the Commercial division uses highly targeted market specific data on leasing and sales for their comprehensive analysis. They also boast high membership in the Certified Commercial Investment Members, International Council of Shopping Centers and National Association of Industrial and Office Properties.



A Long & Foster® Company

Urban Pace

Urban Pace, now a part of The Long & Foster Companies, is the Mid-Atlantic leader in development real estate services, including marketing, sales, leasing and advisory. Iconic new construction, adaptive reuse and urban infill are all part of the company's portfolio.

Founded in 2001, Urban Pace has worked on more than 200 communities from large master planned sites to urban boutique buildings. The company specializes in condominiums, townhomes, apartments and new construction sites across all price points. Combining a strategic approach and proprietary technology, UP Velocity™, Urban Pace has a proven record of driving traffic and revenue with extraordinary results.

20

Active
developments
in 2017

3

Development projects
in Philadelphia
(2 of which were in
pre-development)

2

Active
developments on
the Eastern Shore

20

Development
projects
in the pipeline



Home Services Connection

At Long & Foster, we know that signing the contract is just the beginning. That is why Home Service Connections works to provide the support every homeowner needs.

They do this by seeking out and providing referrals to reputable companies that can help clients not only move into their new houses, but also settle into, decorate, maintain and remodel their homes long past the day they get the keys. Their providers are pre-screened, insured and properly licensed, and include general contractors, cleaning services, professional organizers, moving companies and more.

The Home Service Connections network encompasses such well-known brands as US Inspect, CORT Furniture, Olympia Moving & Storage and Everything But The House (EBTH.com). From painting and drywall to landscaping and yard care, Home Service Connections can help you find the right company to handle all your home repair and maintenance needs.





Whether you're buying or selling a house, interested in becoming a real estate agent, or looking for property management, mortgage, insurance, settlement or relocation support, you can connect with us at **LongandFoster.com**

Long & Foster – For The Love of Home.[™]



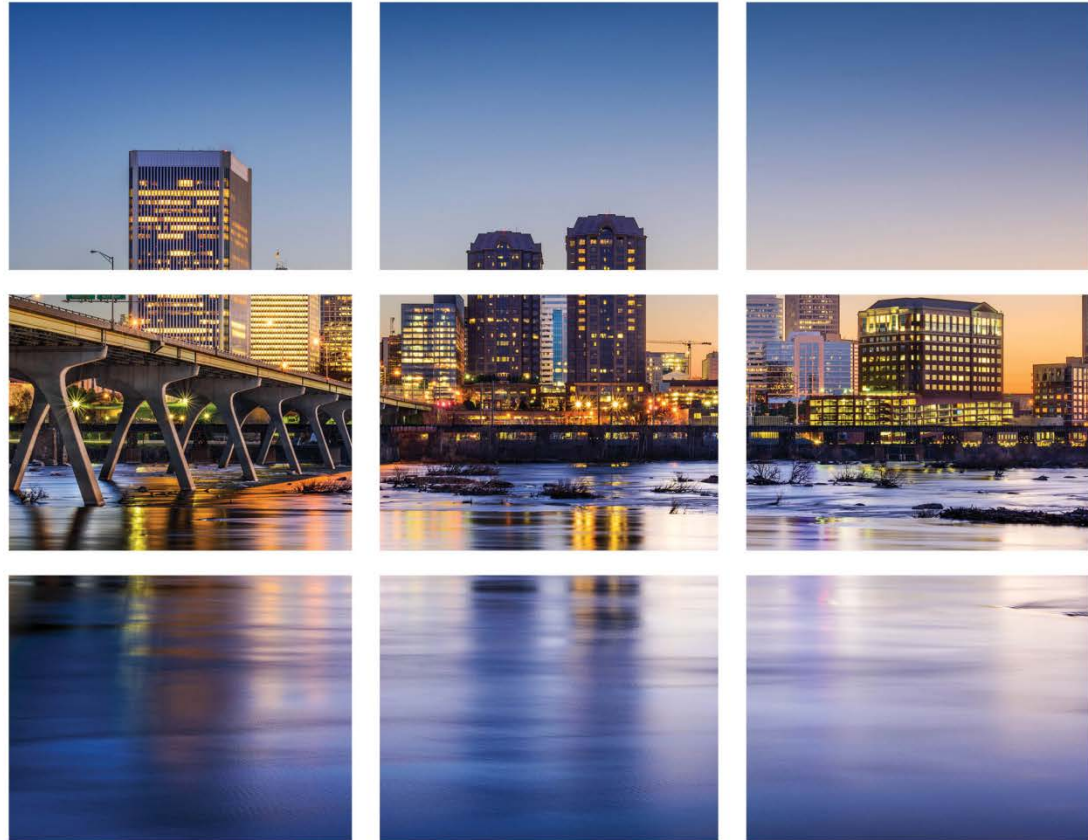
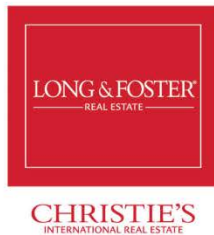
LONG & FOSTER[®]
COMPANIES



14501 George Carter Way, Chantilly, Virginia 20151 | LongandFoster.com
Residential Real Estate | Commercial Real Estate | Mortgage
Settlement Services | Insurance | Property Management | Vacation Rentals
Relocation | New Home Sales and Marketing

Market Conditions Report

Richmond, VA Area



Long & Foster Real Estate Family of Companies

Long & Foster | Christie's · Virginia Properties · Fonville Morisey · Northop Realty · Urban Pace

Global Partnerships

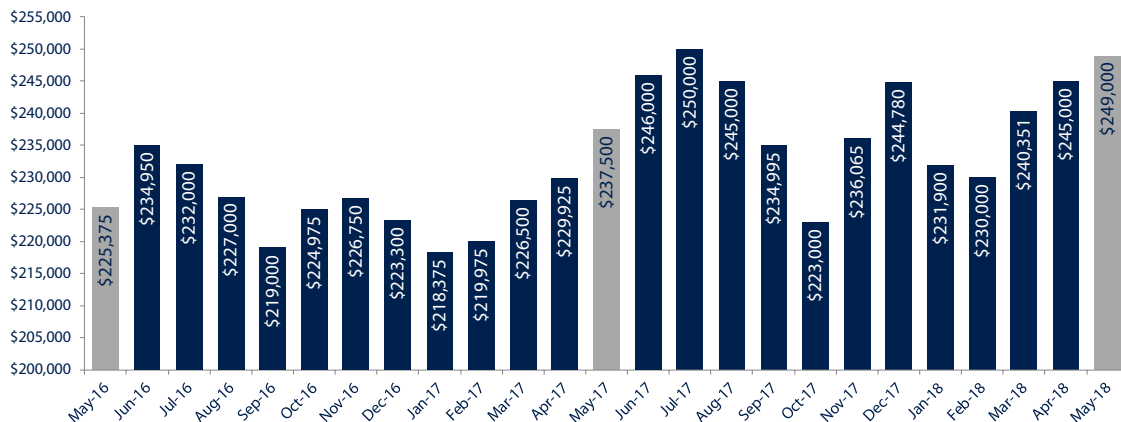
Christie's International Real Estate · Leading Real Estate Companies of the World® · Luxury Portfolio International · Who's Who in Luxury Real Estate



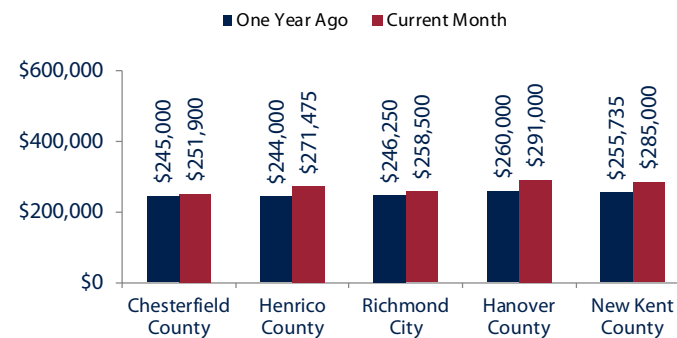
Long & Foster Market Conditions Report

Richmond Metropolitan Area - May 2018

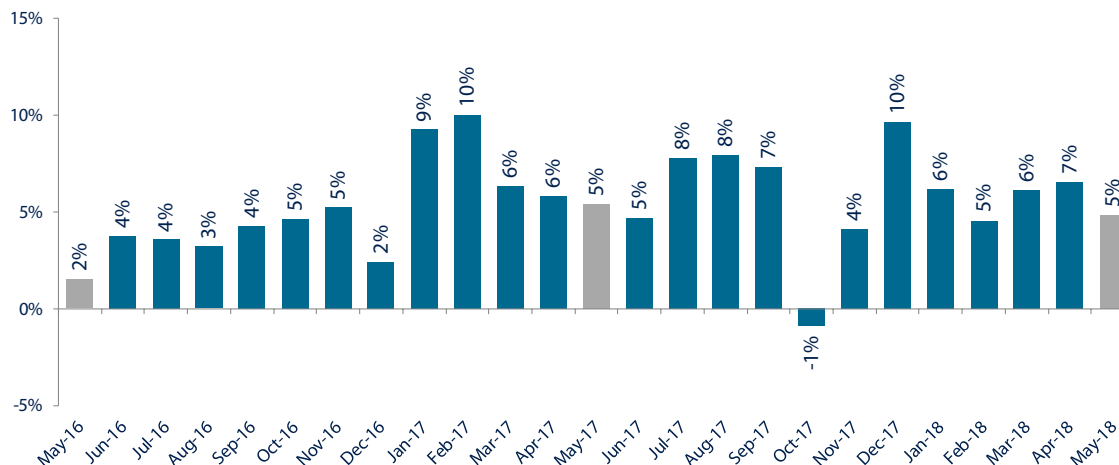
Median Sales Price



Median Sale Price
Of Top Five Counties/Cities Based on Total Units Sold



Median Sale Price
Percent Change Year/Year



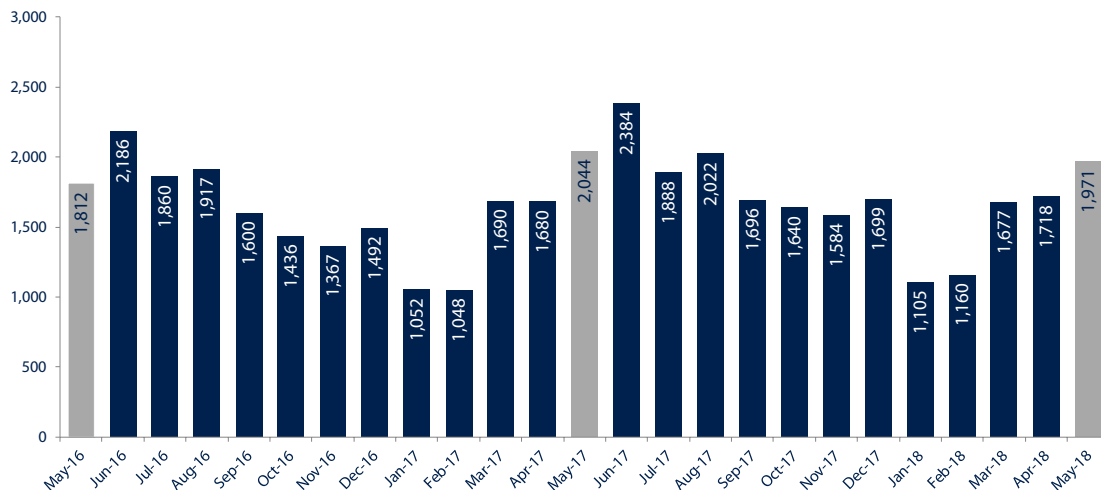
Highlights

- This May, the median sale price was \$249,000, an increase of 5% compared to last year.
- The current median sale price was 2% higher than in April.

Long & Foster Market Conditions Report

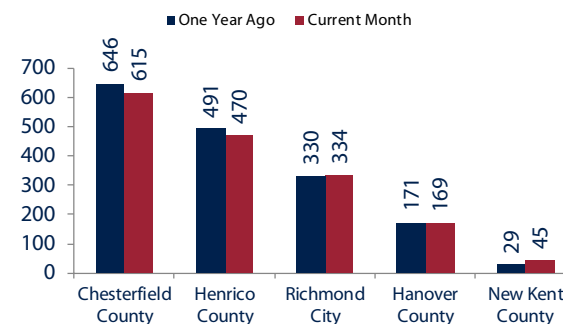
Richmond Metropolitan Area - May 2018

Total Units Sold



Total Units Sold

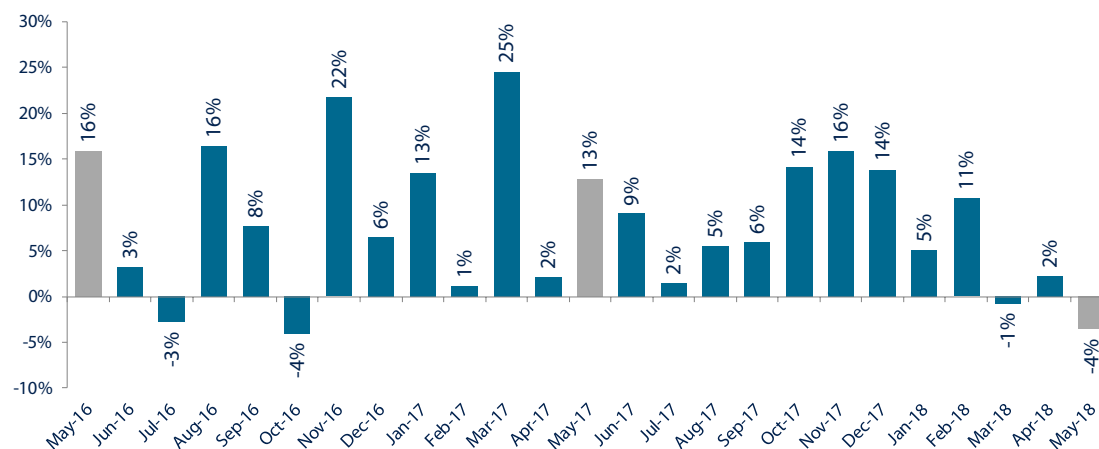
Of Top Five Counties/Cities Based on Total Units Sold



Highlights

- There was an increase of 15% in total units sold in May compared to April.
- This month's total units sold was lower than at this time last year, a decrease of 4% versus May 2017.

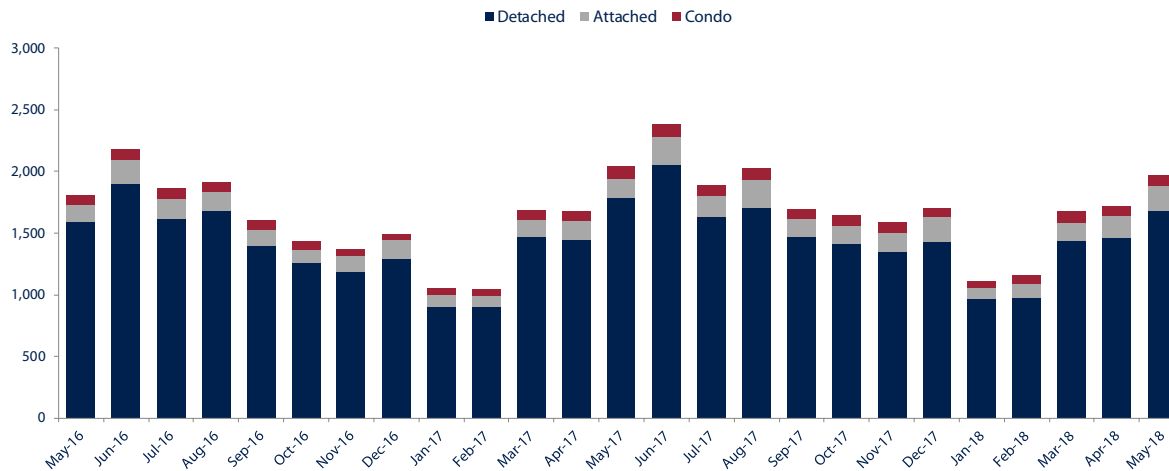
Total Units Sold
Percent Change Year/Year



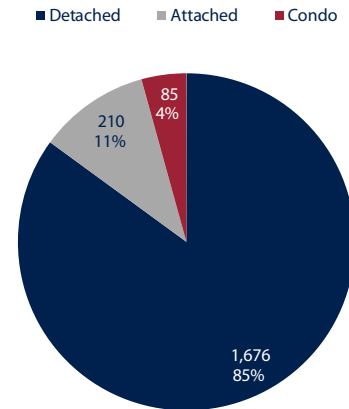
Long & Foster Market Conditions Report

Richmond Metropolitan Area - May 2018

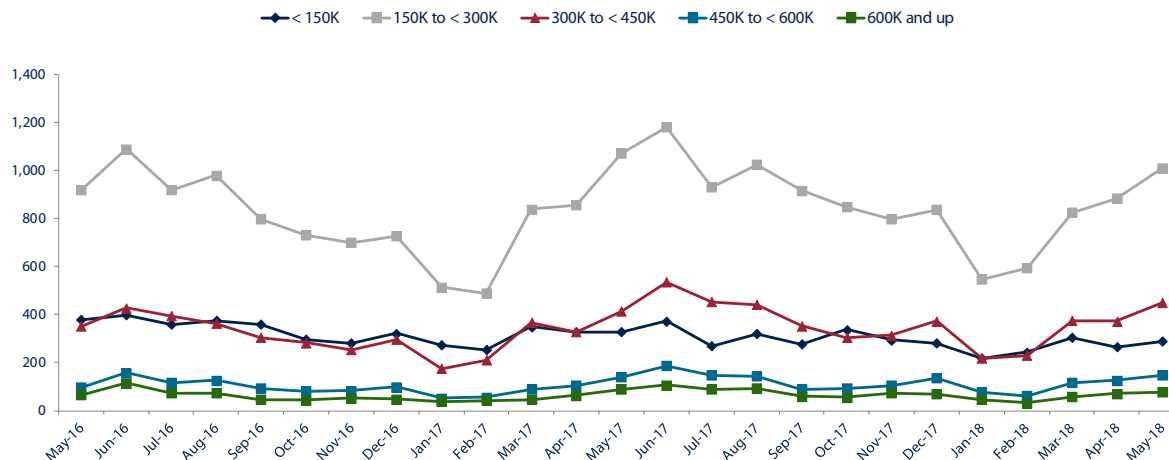
Total Units Sold by Type



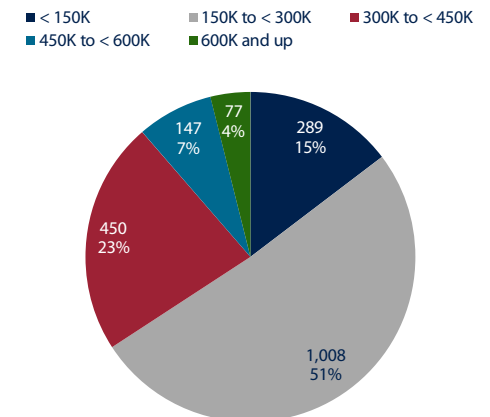
Total Units Sold by Type
Current Month



Total Units Sold by Price Range



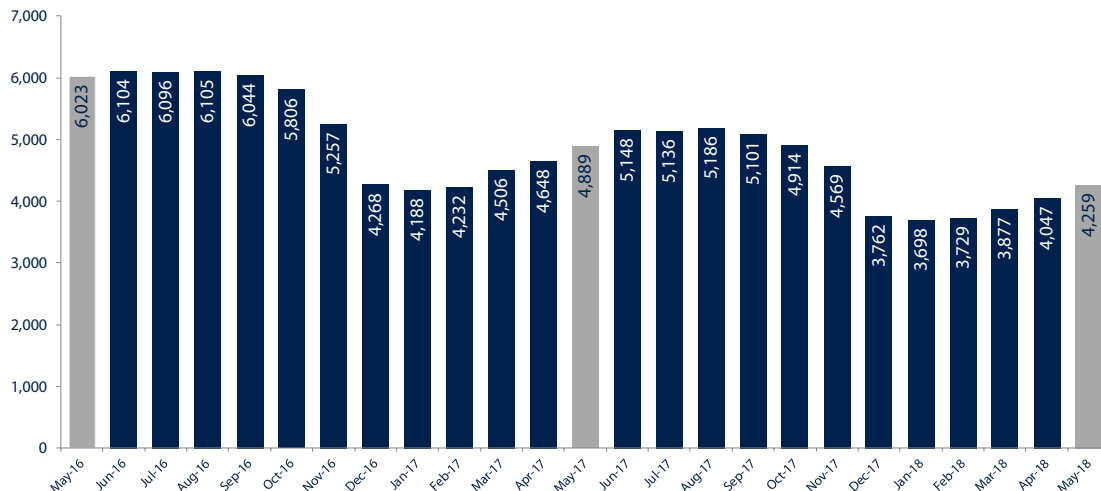
Total Units Sold by Price Range
Current Month



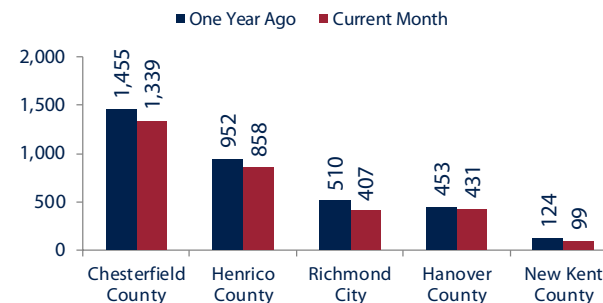
Long & Foster Market Conditions Report

Richmond Metropolitan Area - May 2018

Total Active Inventory



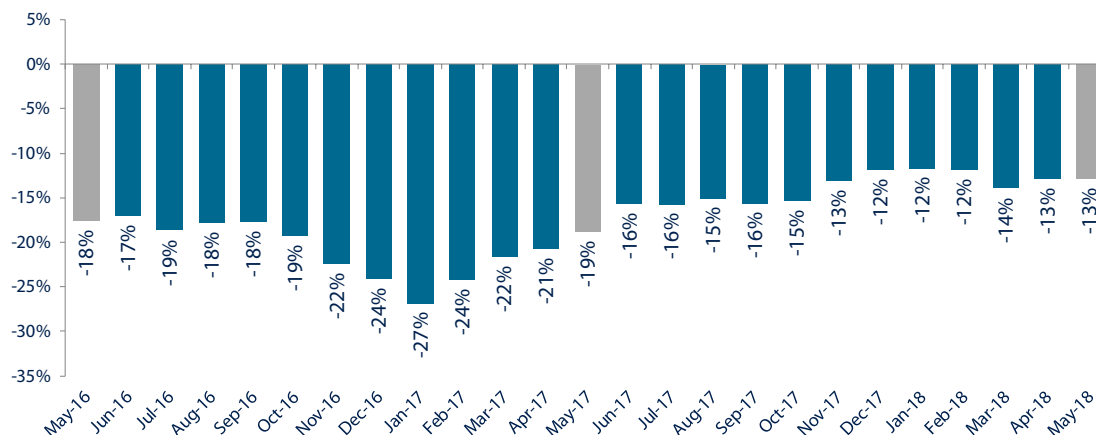
Total Active Inventory
Of Top Five Counties/Cities Based on Total Units Sold



Highlights

- May's total active inventory of 4,259 units was 5% higher than the previous month's supply of inventory.
- Versus last May, the total number of homes available was lower by 630 units or 13%.

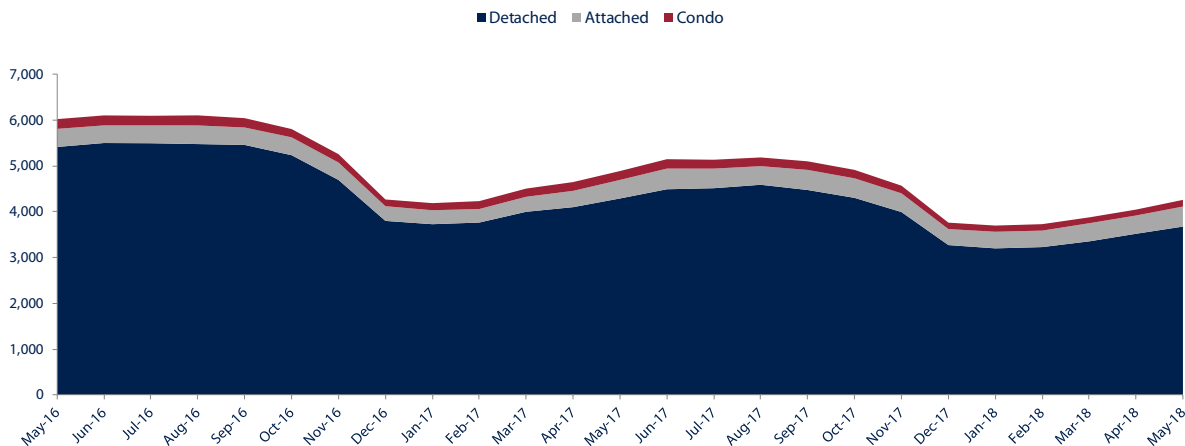
Total Active Inventory
Percent Change Year/Year



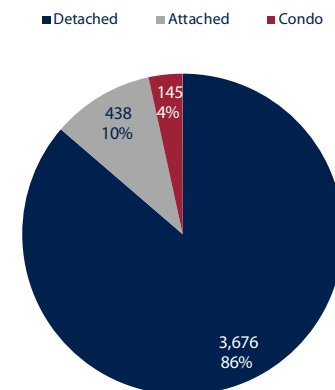
Long & Foster Market Conditions Report

Richmond Metropolitan Area - May 2018

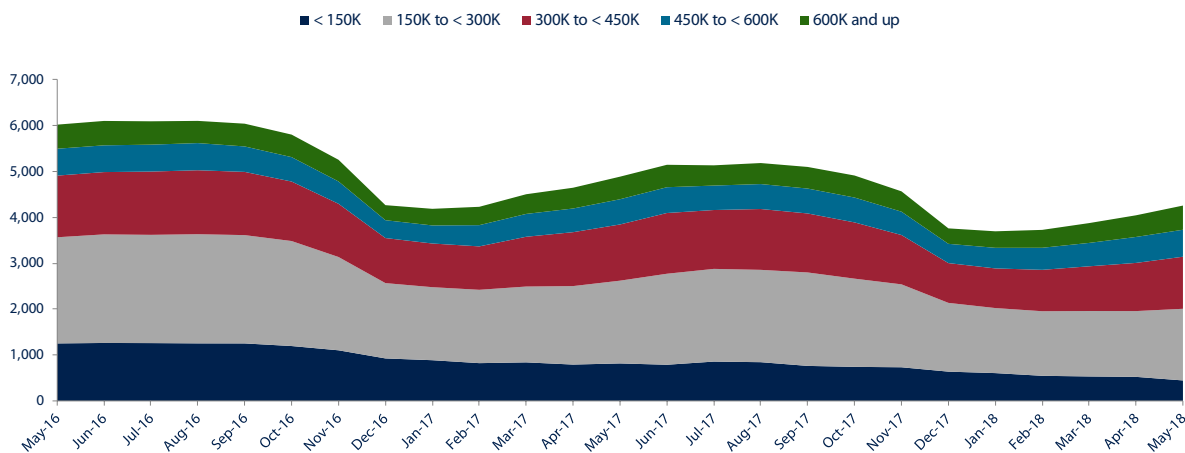
Total Active Inventory by Type



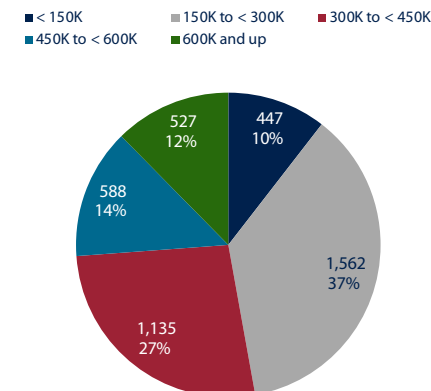
Total Active Inventory by Type
Current Month



Total Active Inventory by Price Range



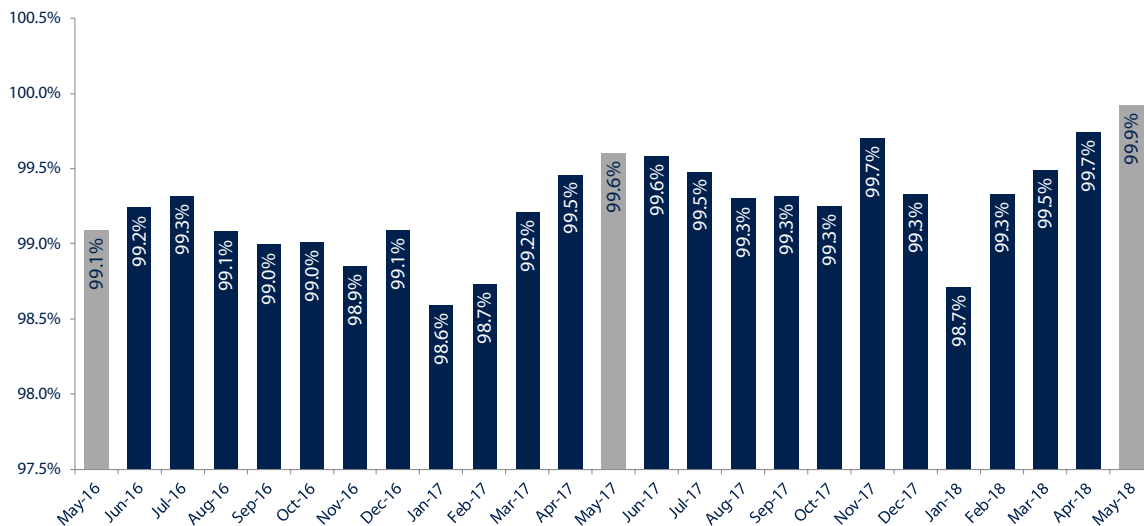
Total Active Inventory by Price Range
Current Month



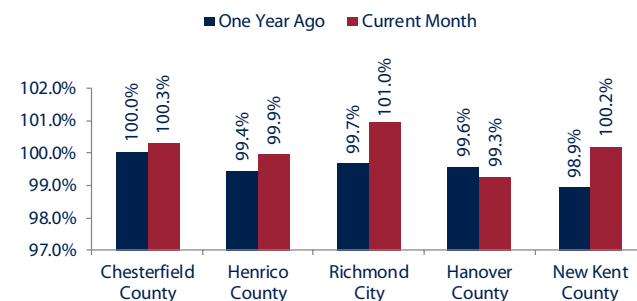
Long & Foster Market Conditions Report

Richmond Metropolitan Area - May 2018

Average Sale Price as a Percent of List Price



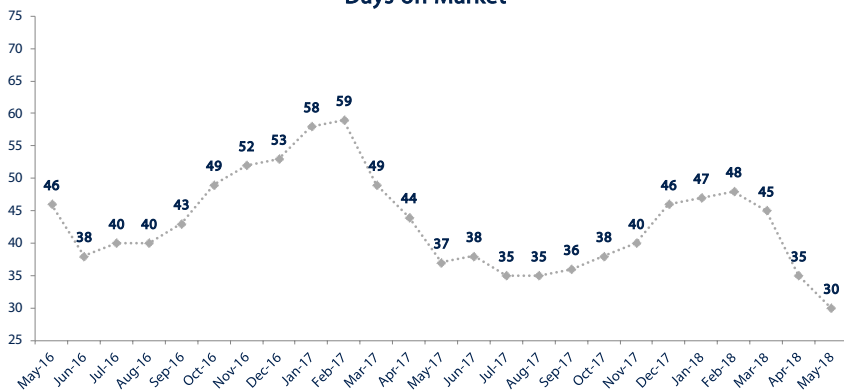
Sale Price as % of List Price
Of Top Five Counties/Cities Based on Total Units Sold



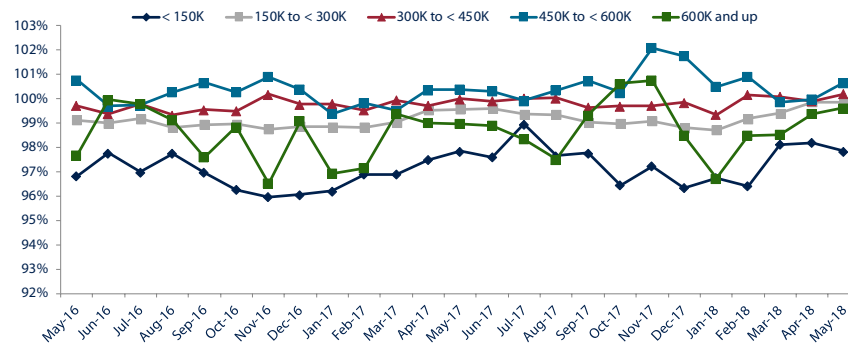
Days on Market	
Current Month	One Year Ago
30	37
Down 19% Vs. Year Ago	

Avg Sale Price as % of List Price	
Current Month	One Year Ago
99.9%	99.6%
Up 0.3% Vs. Year Ago	

Days on Market



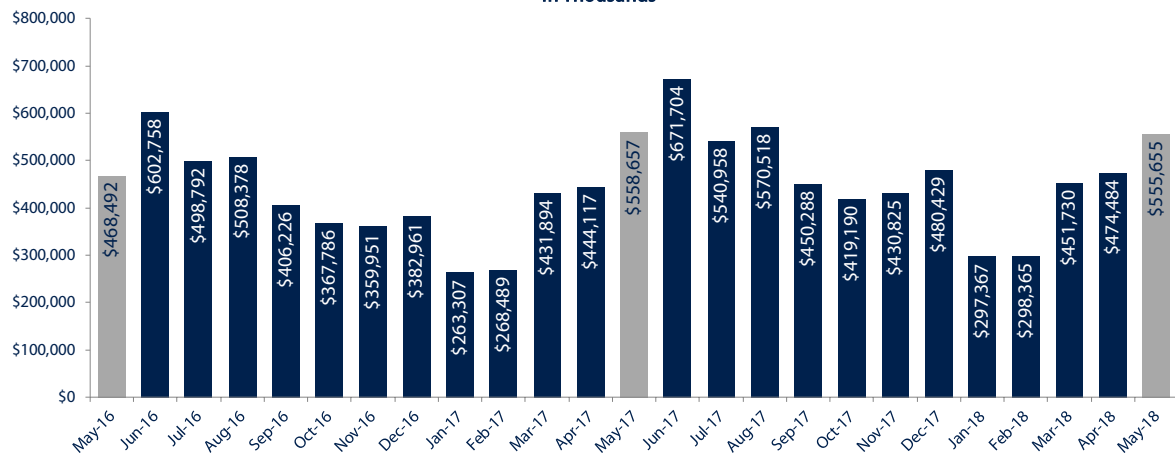
Average Sale Price as a Percent of List Price
by Price Range



Long & Foster Market Conditions Report

Richmond Metropolitan Area - May 2018

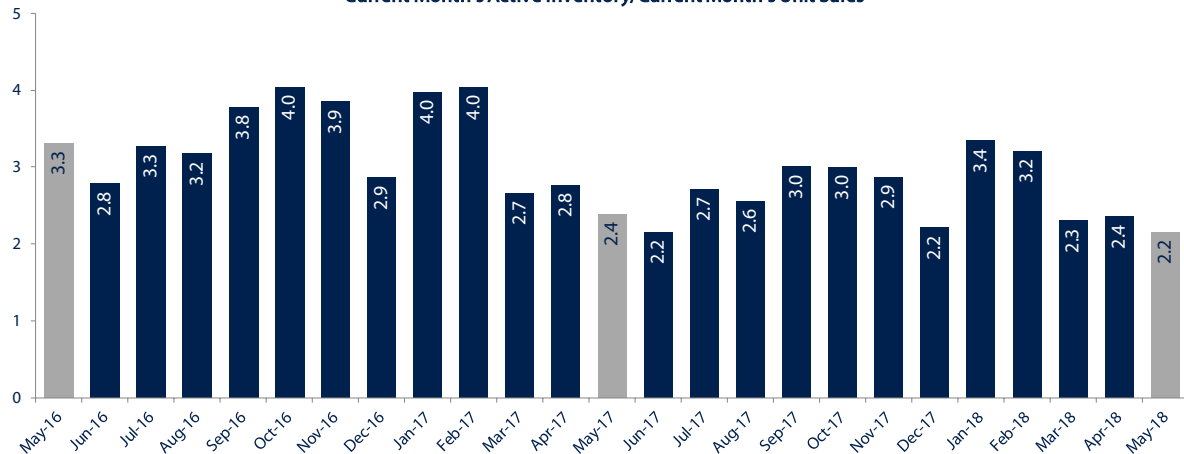
Total Dollar Volume Sold
In Thousands



Highlights

- Total volume sold this May was similar to the dollar volume sold one year ago.
- In May, there was 2.2 months of supply available, compared to 2.4 in May 2017. That was a decrease of 10% versus a year ago.

Months of Supply
Current Month's Active Inventory/Current Month's Unit Sales



Total Dollar Volume Sold

Current Month	One Year Ago
\$555,654,912	\$558,656,840
Down -1% Vs. Year Ago	

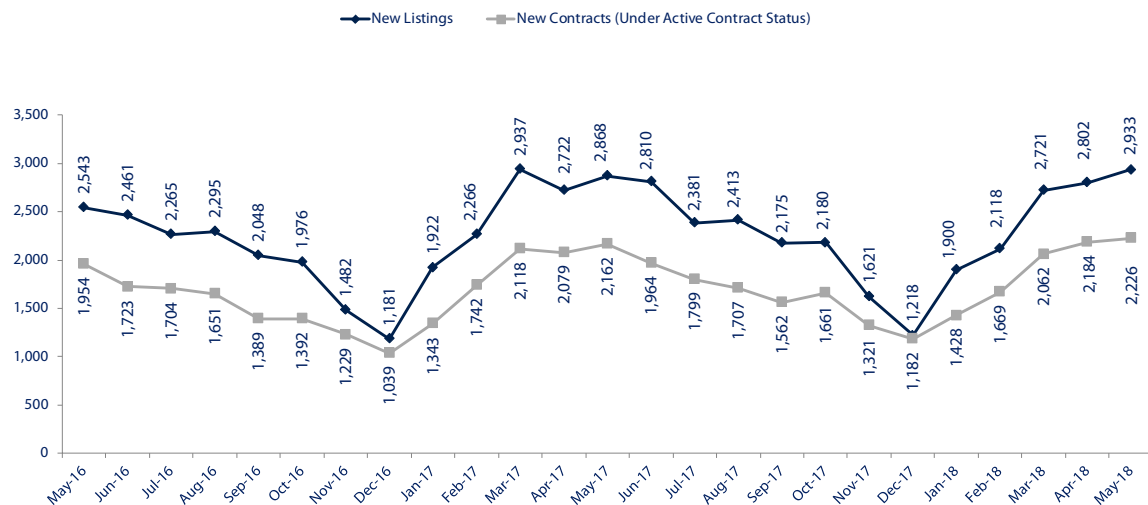
Months of Supply

Current Month	One Year Ago
2.2	2.4
Down 10% Vs. Year Ago	

Long & Foster Market Conditions Report

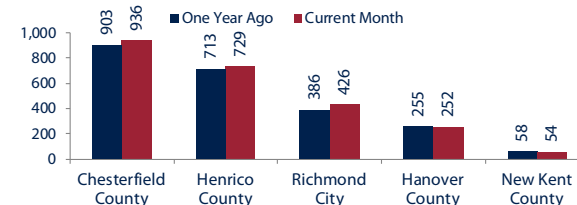
Richmond Metropolitan Area - May 2018

New Listings & New Contracts



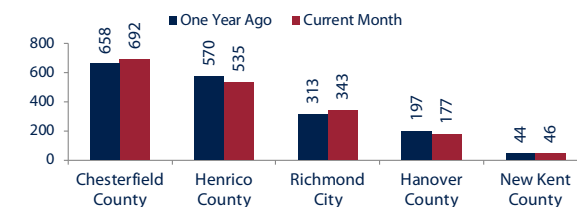
New Listings

Of Top Five Counties/Cities Based on Total Units Sold



New Contracts

Of Top Five Counties/Cities Based on Total Units Sold



New Listings

Current Month	One Year Ago
2,933	2,868

Up 2% Vs. Year Ago

New Contracts

Current Month	One Year Ago
2,226	2,162

Up 3% Vs. Year Ago

Highlights

- Based on this month's amount of new listings and new contracts, the ratio of home supply (new listings) to current home demand (new contracts) was 1.3, similar to the ratio from one year ago.

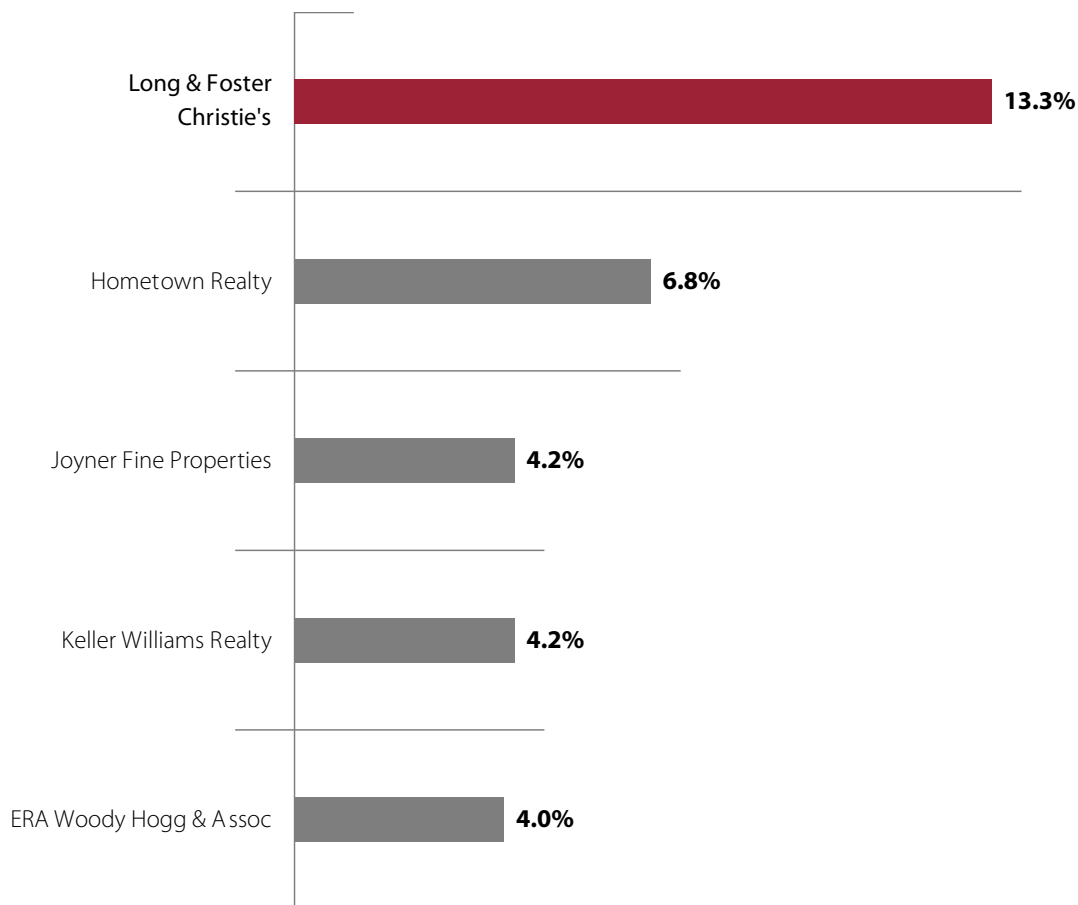
Supply/Demand Ratio

Number of New Listings to New Contracts



Bringing More Buyers and Sellers Together in the Richmond Metro Area

Percent of Homes Bought & Sold



No one has more expertise selling homes than Long & Foster | Christie's

You need a partner who knows the neighborhoods, the market and the process. Who can advise you when to think on it, sleep on it or go all in on it. Because this is about much more than bricks and sticks. This is about your future home.

And you don't want to live with it. You want to love it.

LongandFoster.com

Long & Foster Real Estate Family of Companies
Long & Foster® | Christie's · Virginia Properties · Fonville Morisey · Urban Pace

Global Partnerships

Christie's International Real Estate · Leading Real Estate Companies of the World® · Luxury Portfolio International · Who's Who in Luxury Real Estate



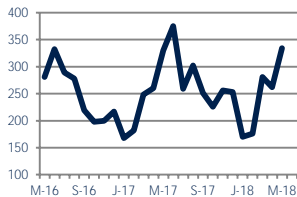
The Long & Foster Market Minute™

Focus On: **Richmond City Housing Market**

May 2018

Units Sold

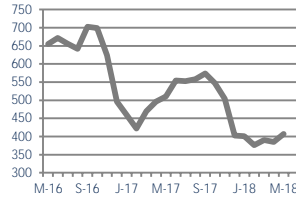
334



Up 1%
Vs. Year Ago

Active Inventory

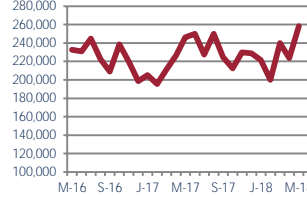
407



Down -20%
Vs. Year Ago

Median Sale Price

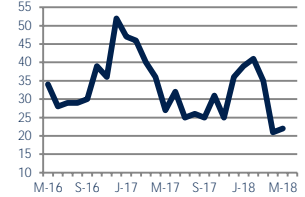
\$258,500



Up 5%
Vs. Year Ago

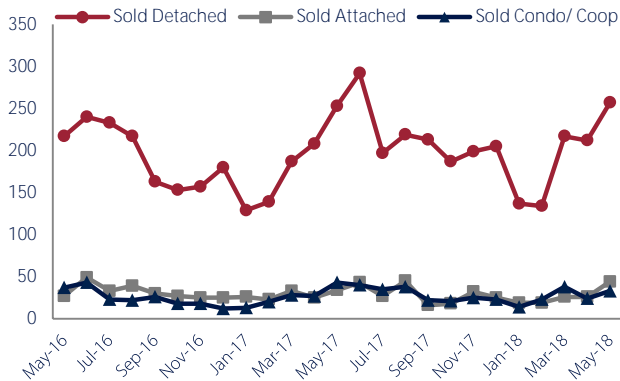
Days On Market

22



Down -19%
Vs. Year Ago

Units Sold*



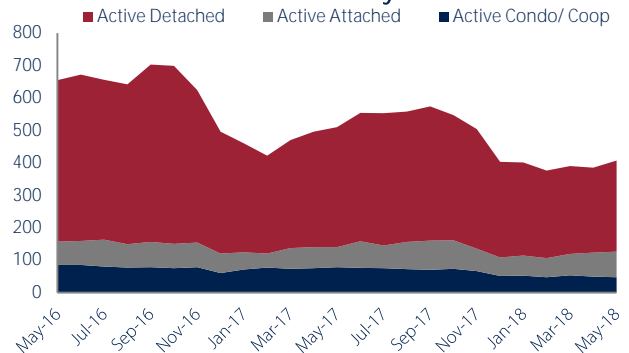
Units Sold

There was an increase in total units sold in May, with 334 sold this month in Richmond City versus 262 last month, an increase of 27%. This month's total units sold was higher than at this time last year, an increase of 1% versus May 2017.

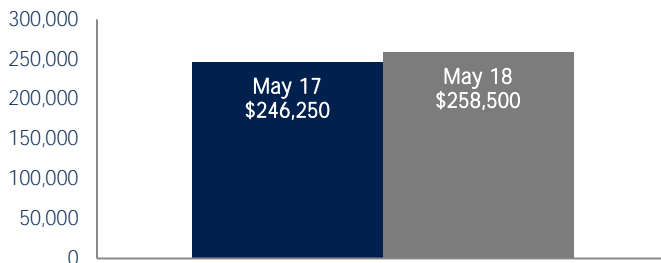
Active Inventory

Versus last year, the total number of homes available this month is lower by 103 units or 20%. The total number of active inventory this May was 407 compared to 510 in May 2017. This month's total of 407 is higher than the previous month's total supply of available inventory of 385, an increase of 6%.

Active Inventory*



Median Sale Price



Median Sale Price

Last May, the median sale price for Richmond City Homes was \$246,250. This May, the median sale price was \$258,500, an increase of 5% or \$12,250 compared to last year. The current median sold price is 16% higher than in April.

Median sale price is the middle sale price in a given month. The same number of properties are above & below the median.



CHRISTIE'S
INTERNATIONAL REAL ESTATE

*Detached, Attached, and Condo varies by local area Multiple Listing Service (MLS) definition. For more information regarding your specific market, contact one of Long & Foster's knowledgeable and experienced sales associates.

Information included in this report is based on data supplied by CVRMLS and its member Association(s) of REALTORS, who are not responsible for its accuracy. Does not reflect all activity in the marketplace. Information included in this report is deemed reliable but not guaranteed, should be independently verified, and does not constitute an opinion of CVRMLS or Long & Foster Real Estate, Inc.





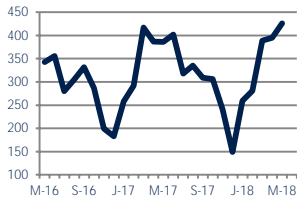
The Long & Foster Market Minute™

Focus On: **Richmond City Housing Market**

May 2018

New Listings

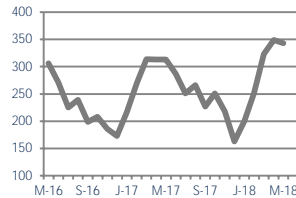
426



Up 10%
Vs. Year Ago

Current Contracts

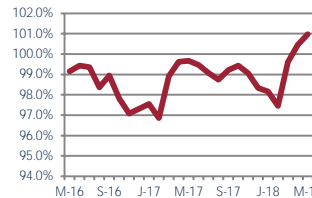
343



Up 10%
Vs. Year Ago

Sold Vs. List Price

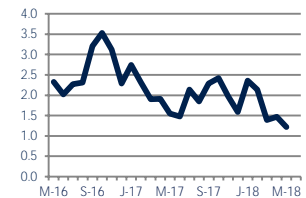
101.0%



Up 1.3%
Vs. Year Ago

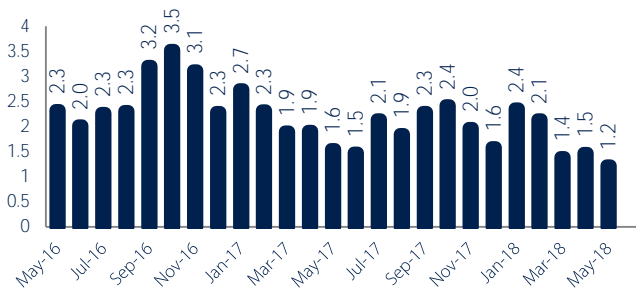
Months of Supply

1.2



Down -21%
Vs. Year Ago

Months Of Supply



Months of Supply

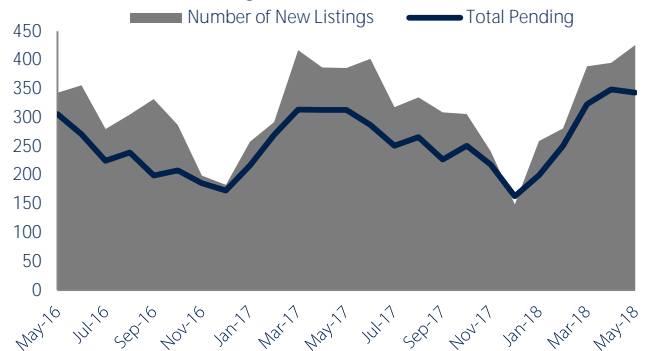
In May, there was 1.2 months of supply available in Richmond City, compared to 1.5 in May 2017. That is a decrease of 21% versus a year ago.

Months of supply is calculated by dividing current inventory by current sales. It indicates how many months would be needed to sell all of the inventory available at the current rate of demand.

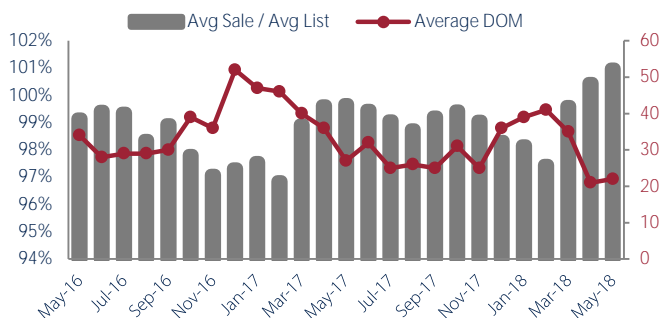
New Listings & Current Contracts

This month there were 426 homes newly listed for sale in Richmond City compared to 386 in May 2017, an increase of 10%. There were 343 current contracts pending sale this May compared to 313 a year ago. The number of current contracts is 10% higher than last May.

New Listings & Current Contracts



Sale Price/ List Price & DOM



Sale Price to List Price Ratio

In May, the average sale price in Richmond City was 101.0% of the average list price, which is 1.3% higher than at this time last year.

Days On Market

This month, the average number of days on market was 22, lower than the average last year, which was 27, a decrease of 19%.

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*Detached, Attached, and Condo varies by local area Multiple Listing Service (MLS) definition. For more information regarding your specific market, contact one of Long & Foster's knowledgeable and experienced sales associates.

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