

1. PreviewTour

Objective: To familiarize the family with living conditions in the new location via a comprehensive city tour (for relocation tour)

Expected Components of Preview Tour:

- a. Upon receipt of DSP Intake Form, the Contractor shall initiate contact with the family within 2 business days to go over the DSP Intake Form and obtain additional information about anticipated destination services program.
- b. MIFL shall send the draft itinerary for the preview tour at least 5 business days prior to arrival date. Final draft will be sent at least 2 business days prior to arrival.
- c. Prior to arrival, the MIFL shall check with the family whether any assistance is required for arranging temporary accommodation during the pre-assignment trip. If necessary and requested by client shall assist the family with the arrangement.
- d. MIFL shall meet with the family at their hotel or place of accommodation and provide transportation to accompany them on the city tour.
- e. The arranged transportation should be clean, organized, and be ready to accommodate the family size comfortably.
- f. A welcome packet should be provided to the family with detailed information about living in the new location, e.g. schools/daycares, lifestyle, neighborhoods, service directory along with a map of the location.
- g. MIFL shall address the needs and answer questions/concerns of the family.
- h. MIFL shall indicate to the family when the housing and school/daycare search will begin.
- i. The preview tour will include a tour of neighborhoods, social and recreational facilities, shopping malls, medical and emergency health care facilities, public transportation, law enforcement offices and other areas identified.
- j. At the end of the preview tour, the MIFL shall make arrangements to drop off the family at the hotel or their preferred location.

2. Housing Search

Objective: To identify and successfully negotiate the lease of a property for relocating staff that is within the rental budget and meets requirements.

Expected Components of Housing Search:

- a. Initiate contact with relocating staff within 2 business days of receipt.
- b. Clarify client requirements through and follow-up phone call with client in a timely manner, at least 7 business days prior to arrival.
- c. Draft itinerary with the list of properties to be sent at least 5 business days prior to arrival, families have the time to review the properties.
- d. Detailed itinerary with list of properties including address, photos or a link to a website, appointment times, etc. to be sent 2 business days prior to visit.
- e. The MIFL must pre-screen housing options based on client budget, security standards, diplomatic clause and identification of reputable landlords.
- f. The MIFL must work with local agents to assure that client has access to the widest possible range of properties.
- g. Briefing on itinerary on first day of housing search.
- h. Accompany assignee on house search.
- i. Hotel pick-up and drop-off, unless otherwise requested by client.
- j. Provide status update to country office upon selection of home prior to lease signing so that the UN Security Advisor may schedule an inspection, where required.
- k. Ensure property meets security standards.
- l. Negotiate security upgrades within the lease.
- m. Negotiate for the best lease terms and conditions on the market on behalf of the client, including rental rates, method of payment, security deposit advance payments, etc. Other activities related to lease negotiation support include but are not limited to: analyzing and reporting on life-cycle and terms of the lease as compared with prevailing market conditions and local practices; development of recommended negotiation strategies and monitoring of key business milestones to ensure adherence to the schedule.
- n. Ensure client is made aware in advance of any tenant-paid fees that are customary for the market, including realtor commission/finder's fee.
- o. The MIFL shall use multiple realtors in each market. Contractor must work independently and not have any business associations with the realtors in the market.
- p. Facilitate lease contract drafting and review as per requirement, including diplomatic clause, escalation clause and security upgrades if needed.
- q. Review compliance documents at closing. Due diligence in checking information provided by real estate agents and/or landlord, ensuring payments will go the appropriate party, etc.
- r. Utility hook up and registration, including internet connection (if needed).
- s. The Conduct walk-through inspection (including completion of the inspection report), and coordinate the obtaining of keys.
- t. Document condition of property at hand-over (number of keys, conditions of floors, fixtures, appliances, inventory list), including usage of photographs.
- u. If landlord has agreed to modifications of the property, the Contractor will oversee agreed property modifications and ensure their completion prior to lease start. Property modifications include but may

not be limited to: painting and minor repairs; installation of security features (walls and systems) to comply with required standard; installation of generators etc.

- v. After 2 days of home search, the MIFL will inform the staff member of the time remaining to discuss the best possible use of program time.
- w. If no suitable housing is found during the pre-assignment visit, the vendor will debrief the reasons , as well as assist with client with suitable short-term alternative housing arrangements.
- x. In most cases, for relocation , the MIFL will work with staff to secure a short-term furnished rental property in addition to a long-term rental solution.
- y. In addition, to home finding, the Contractor will be expected to provide information on locations where staff may purchase and rent furniture for the home. The staff member should be presented with options that vary from less expensive to more expensive furniture.
- z. The MIFL should provide information about home/rental insurance.
- aa. The MIFL shall have excellent knowledge of the housing market and proven experience working with expatriate staff.

3. School/Daycare Search

Objective: To identify and provide information on schools and daycare facilities in the new location for relocating family with children, and to support the family with the application process.

Expected Components of School/Daycare Search:

- a. The MIFL shall have a telephone conversation with the families to learn more about the child/children's educational needs and requirements.
- b. The MIFL shall send the families school/daycare information, brochures, application forms and curriculum within 2 business days after telephone conversation.
- c. The MIFL shall schedule admission interviews and testing appointments with appropriate schools/daycares on behalf of the families and create an itinerary with dates, names and times of various school/daycare visits.
- d. Before sending school/daycare information to families, the Contractor shall visit the school(s)/daycare(s) on an annual basis to assess and inspect conditions, including building(s), dining hall(s), school/daycare security, location, library and laboratories facilities (both computer and physical sciences lab), health and wellness requirements, accessibility for people with disabilities, classroom set-up, and diversity within student populace.
- e. The MIFL shall provide information such as whether the school is same-sex or co-ed, religious or non-religious; and what the school's extra-curricular activities are, such as: soccer, basketball, hockey,

martial arts, debate teams, etc., and that the curricula meet the family's needs. Checking on availability as it pertains to particular family needs is critical.

- f. The MIFL shall accompany the family on tours of all schools/daycares being considered for their educational needs, up to a maximum of 7 schools and provide transportation to take them on the school/daycare search.
- g. Arranged transportation should be clean, organized and ready to accommodate the family size comfortably.
- h. The MIFL shall assist families in the completion of application forms, and ensure forms are filled out correctly and accompanied by required supporting documents. In addition to assisting with completing application forms, the Contractor shall also ensure that application forms are submitted on time before application deadline(s).
- i. The MIFL shall communicate (email, phone or fax) admission decisions to the families within 48 hours of receiving the notification from the school(s)/daycare(s).
- j. The MIFL shall provide information on when the deposit to hold a space(s) is due, means and acceptable forms of payment and assist families to facilitate processing of payment(s).
- k. If no admission decisions are made, the MIFL shall frequently check with the school(s)/daycare(s) and provide written updates on pending applications to families, including the cases when children are waitlisted. In addition, the MIFL shall explore possibilities with other schools/daycares having similar features to ones where applications are pending, to provide alternatives to families in the event that no admission is granted. The MIFL will help families speed up applications to alternate schools/daycares.
- l. At the end of the school/daycare search, the Contractor shall make arrangements to drop off the family at the hotel or their preferred location.

4. Settling-inSupport

Objective: To help the family settle-in quickly upon moving to a new location based on their needs and support their requirements. Once the family is moved into the new home/temporary accommodation, the Contractor shall provide a comprehensive orientation of the community and the new neighborhood to the family to help them navigate day-to-day living.

Expected Components of Settling-in Support:

- a. The MIFL shall assist the family's smooth transition in the new location by providing resources and/or accompanied support to include work related to, but not limited to assistance in obtaining credit card(s), opening bank accounts and post office mailbox, locating primary care physicians, dentists and baby health care, health and fitness centers, obtaining residency cards, driver's licenses and registration of car(s) with the local department of motor vehicles, providing emergency contact information within

the community, purchasing/leasing a car, obtaining and activating a cell phone, purchasing / leasing furniture, etc.

- b. The MIFL shall accompany the family on guided tours of the city to address specific needs and provide transportation to take them on such tours.
- c. Arranged transportation should be clean, organized and ready to accommodate the family size comfortably.
- d. At the end of the city tours, the MIFL shall make arrangements to drop off the family at the hotel or their preferred location.
- e. The MIFL shall respond to the family Contact's inquiries left via phone line or email within 2 business days.
- f. During the first 90 days, the MIFL shall check in bi-weekly with the families to facilitate the ongoing settling-in process and provide support as needed.
- g. The MIFL shall assist family in finding reputable domestic helper/nanny and setting up interviews where language could be a barrier for the family as necessary.
- h. The MIFL shall also address issues such as pay scales for nannies and domestic services available within the city. Detailed information and guidance on applying for work permit for the helper/nanny should be provided to the family.

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| DEPARTURE SERVICES |
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1. Departure Services

Objective: To assist client with closing all accounts, leases and other obligations as they depart their work location and move on to their next assignment or return home.

Expected Components of Departure Services:

- a. Provide notice to the landlord within the time required by the lease.
- b. Negotiate with landlord an early termination of the contract, if needed.
- c. Retrieve the security deposit based on the terms of the lease agreement.
- d. Housing check-out, including inspection of home (including completion of the inspection report), closing of utilities, internet, mail forwarding and all other related services.
- e. Closing of bank accounts.
- f. Selling and disposing of car and furniture.

