

WHAT IS IMPORTANT TO YOU IS IMPORTANT TO US



CROWN WORLDWIDE MOVING AND STORAGE, LLC

RFP FOR MOVING SERVICES-NEW DISTRICT OFFICE



**Mountain View
Whisman
School District**



April 10, 2019

Ron Wheelehan, Interim Chief Business Officer
Mountain View Whisman School District
1400 Montecito Avenue
Mountain View, California 94043

RE: RFP for Moving Services-New District Office

Dear Ron:

We would like to thank you for the opportunity to submit a bid for this RFP. We are honored to participate.

Founded in San Francisco 1972, Crown is leading provider of transportation and relocation services. We are a premier provider for School/Colleges, Government Agencies, Tech, Fortune 500 and boutique companies alike. Our ability to scale our service from a small office move to a huge headquarters move with many phases and thousands of employees is second to none. We are able to balance high-quality service with competitive rates. In California, we operate out of the San Francisco Bay Area (headquarters), the Los Angeles Area and Sacramento.

Crown is highly qualified and fulfills the requirements of the most selective organizations:

- Cutting edge technology:
 - Cloud-based Move Management System (RedSky) with flexible reporting features
 - Cloud-based Storage Tracking System (Windfall) with flexible reporting features
 - Truck tracking
- Highly qualified trained moving staff that always follows Crown standards:
 - Ready on time with the right equipment and the project plan well understood
 - Dressed in standard Crown uniforms
 - Wearing a Crown Photo ID with proof of Clear Star Certification
 - Remain flexible to meet the customer's needs.
- Low staff turnover with the average tenure of 15 years.
- ISO 9001 Quality Service Certification (independent auditors)
- Superior secure warehousing facilities
- Homeland Security C-TPAT Certified (independent auditors)
- Contractor's license for the installation of modular furniture
- Certified in ALLSTEEL and STEELCASE modular furniture systems and regularly work with:
 - Herman Miller

- Hon
- Teknion
- Member of the Commercial Relocation Network (50 of the largest and best commercial relocation companies in the U.S.)
- Green certified
- CARB compliant
- Motor Carrier Permit
- PUC licensed
- Prevailing wage compliant
- Financially Stable and relatively free of debt
- Fully Insured and Bonded
- Global Service Area and can provide services:
 - Directly in California
 - In the U.S. and Canada through our partnership with Armstrong Relocations and as an agent of United Van Lines
 - Globally through OSA (Overseas Shippers Association) FIDI (the world's largest transportation organization of its kind) and OMNI (an exclusive organization of prequalified moving companies)
- Competitive Rates

Crown has participated in with nearly 250 school moves and contracts over the past decade. These contracts include annual unified school district service contracts, project oriented unified school district contracts, and annual service contracts with junior colleges, city colleges, and universities. Many of these contracts included many moves per contract, thus equating to approximately 500 total moves. Each relocation has a dedicated project manager, who (with multiple supervisors) ensures fluid communication, guidance and the quality service. Crown's specially trained crews are able to expertly handle all types of items from the most awkward to the most sensitive. Our entire crew is easily identifiable by their uniforms and photo ID badges (with annual expiry dates), which they are required to wear to all jobs. Crown personnel, whether a contractor or an employee, undergo the same security screening. The screening process complies with all United Van Line requirements as determined by our Clear Star Certification, which includes a background check. New employees working on government projects must also pass the eVerify background process. Crown is certified by Homeland Security. Our C-TPAT certification requires frequent unannounced audits by the HDS. In addition to the outside security audits as part of Crowns ISO 9001 and FAIM certifications, outside auditing teams scrutinize our service, making sure that we meet their strict standards.

Even though most organizations' requirements are similar, our goal is to provide a service which is personal and unique to each. We are dedicated to providing these tailored services to each client and our goal is to exceed their expectations at every level. We achieve this goal by defining the Key Performance Indicators with all of our clients at the inception of contract implementation. We have a dashboard of metrics that we report on to our customers. Those standard metrics are available through RedSky for any date ranges at the touch of a button. This is open to our client to run or we can run the data and provide it to our clients.

We are a privately held LLC with four stockholders, Tom Doyle, Board Member; Robert Bowen, Chairman; Janet Bowen, Board Member and Salvatore Ferrante, President & CEO. With the aid of our investment in technology and our excellent personnel, Crown maintains high value in the market place. We are aggressive in keeping our labor costs low and our company is of a size that allows for favorable economies of scale. This drives savings to our valued clients.

We firmly believe that relocation services suppliers can fall into two categories. Those that react to the needs of their clients and those that form a partnership with their clients, helping them drive their business forward by being proactive in their service delivery. We pride ourselves on being the latter and believe a partnership with the Mountain View Whisman School District would allow for greater mutual efficiencies as we work together on common objectives.

Our Commitment to the Mountain View Whisman School District

If we are successful in earning this business we promise to:

- ✓ Strive to fully understand your organization's philosophy, culture, development plans and most importantly, your people
- ✓ Be 100% transparent in all of our dealings with you
- ✓ Share with you our thoughts and ideas on how to improve services and cost savings as it relates to relocation services
- ✓ Allow you to focus on your core business by being professional and proactive in ours
- ✓ Make any necessary changes to our services to further improve our relationship
- ✓ Employ only quality committed personal to work on the Mountain View Whisman School District account

Thank you again for your consideration and please do not hesitate to reach out with any questions. Consider me your primary point of contact for this RFP.

Sincerely,



Peter Vargus
Vice President, Business Development
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510.773.2452
peter.vargus@crownwms.com

SCOPE OF SERVICES / CONTENTS OF PROPOSALS

Move out: Early July 2019

There is a total of 10 portables to be moved along with 1 Administration Building

8 Portables will contain office items, 1 is a conference room and 1 is a Technology office.

The Administration Building contains: 2 offices, reception area, small conference room and Staff Lounge

Items will be moved directly from existing portables and existing Administration Building to new District Office Building

Partitions will not be removed or dismantled.

Furniture and boxes will be most of the items moved. Refrigerator (1 or 2) are the only appliance to be moved in the staff room

Crown's all inclusive price for this move is \$3,275.00