
THE UNIVERSITY OF BRITISH COLUMBIA



Human Resources
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<http://www.hr.ubc.ca>

Date: March 9, 2010

To: HEADSUP, HR Network

cc: Ray McNichol, Joanne Young, Jackie Podger, George Athans, Carla Waters, Margaret Yuen, Huasmar Lopez, Dave Adel, Lisa Lee, Aaron Khung

From: Michelle Berner, Director – HR, Total Compensation

Re: Change in UBC's Designated Relocation Vendor from Armstrong to QMM (Effective Immediately)

The University provides relocation and travel assistance to eligible faculty and senior management staff in accordance with Policy #82.

In 2007 the University entered into a contract with a designated provider of relocation services – Armstrong International Movers.

In 2009 the Human Resources department undertook a comprehensive review, consisting of the following:

- A survey was conducted of UBC faculty and senior staff who recently relocated. The survey questions asked about the experience of relocating faculty/senior staff members with both UBC and Armstrong.
- An independent audit was conducted of Armstrong invoices.
- Armstrong was evaluated against a number of criteria related to the quality and value of service provided, including administrative and customer service.

Based on results of the review, the University issued a competitive bid tender [i.e., Request for Proposals (RFP)] for moving and storage services. Although an RFP process was held in 2006 leading up to the recently expired contract with Armstrong, there were sufficient reasons for undertaking another RFP process in 2009:

- The University wanted to enter into a “simplified tariff agreement” with the successful provider. Moving companies have extremely complicated pricing structures (i.e., tariffs), and a recent innovation in the moving industry is the simplified tariff, which will make pricing more transparent and easier to audit.
- The University wants to ensure the best value for money for its faculty and staff, in consideration of both price and quality of services. There is a need for predictable, competitive rates, but also for service excellence.

As a result of the RFP process, we have selected a new designated relocation provider – QMM (Quality Move Management, Inc.). QMM is based in Greater Vancouver, and has a history of quality customer

service, winning many industry awards for service excellence. We think the combination of customer service excellence and competitive, simplified pricing, will provide added value for UBC's relocating faculty and senior staff members.

It is important to note that in order to be eligible for reimbursement from central UBC relocation funds up to the limit/cap outlined in Policy #82, the University's new designated relocation provider, QMM, must be used. Relocations that have already been initiated with Armstrong up to and including today should be completed using Armstrong, and will still be eligible for reimbursement from the central fund up to the limit/cap. New relocations as of March 10, 2010 should be directed to QMM.

Transition from Armstrong to QMM

The transition from Armstrong to QMM is effective immediately. Please direct new relocations to QMM:

For **domestic moves** (i.e., within Canada) or **cross-border moves** (i.e., from the United States), please contact Erin Winter at 604-523-3703 (toll free 866-523-3703), or by e-mail at ewinter@qmm.com. Erin is a Customer Service Specialist at QMM.

For **international relocations**, please contact Christina Perry at 604-523-3708 (toll free 866-523-3708), or by e-mail at cperry@qmm.com. Christina is QMM's Customer Service Manager.

Please contact QMM as soon as you're aware that a relocation is upcoming, even if it's well in advance of the target move date. Moves, especially across borders, take considerable time and planning. By providing QMM sufficient lead time, you will contribute to a seamless and timely relocation for your new faculty/senior staff member.

Additional information about UBC's relocation policy and program can be found on the Human Resources web site:

- Information about the relocation policy and related processes: www.hr.ubc.ca/relocation/
- Information about receiving relocation assistance from central funds: www.hr.ubc.ca/relocation/process.html
- Helpful tips on moving: www.hr.ubc.ca/relocation/movingtips.html

Questions may be directed to Joyce Wei, Relocation Administrator, in Human Resources at (604) 822-6865 or joyce.wei@ubc.ca.

Thank you.