**Campus Relocation, Storage, and Surplus Property FAQ**

Q1: What is changing?

A1: Storr Office Environments is now under contract to begin servicing Duke University and Duke University Health System, Inc. (Duke) for campus relocation, storage coordination, and surplus property pick-ups, among other services.

Q2: Why is Duke changing vendors?

A2: Duke conducted a comprehensive request for proposal and a thorough review based on price, responsiveness, support, customer service, communication, technology and quality. Storr Office Environments was selected to provide these services for Duke to ensure we are receiving the best service at the lowest possible cost.

Q3: Can we still use DeHaven’s Transfer & Storage, Inc. (DeHaven’s) to provide the same services?

A3: To ensure a smooth transition, DeHaven’s will remain under contract for these services until February 28, 2019, and will work collaboratively with Storr to manage the Duke account. Effective March 1, 2019, Storr will be the primary provider of these services, and DeHaven’s will no longer be an approved vendor.

Q4: Can I use another vendor besides Storr moving forward?

A4: A master service agreement is in place with Storr to be the primary provider of services effective March 1, 2019. Alternate vendors will not have access to our surplus property requests, storage inventory or warehouses after this date and will not be covered by a master services agreement, which is required to be in place for services such as these.

Q6: What benefits does Storr bring to Duke?  
A6: Storr has been a partner to Duke for many years and will provide:

* Competitive negotiated rates
* Enhanced technology capabilities
* Responsive staff with experience working on Duke’s campus
* Integration of office relocation with furniture needs

Q7: How do I reach Storr to schedule an office relocation, movers, or storage maintenance?

A7: Storr has a dedicated email and phone line for Duke employees to schedule a move or storage services:

* Email: [dukerequests@storr.com](mailto:dukerequests@storr.com)
* Phone: 919-313-3890

Q8: How do I schedule surplus pick-ups?

A8: Surplus disposal requests still need to be entered into the online surplus asset disposition tool at: <https://dukesurplus.org/>. Once the online request is complete, it will be received by the Surplus Property Office and dispatched to the vendor for collection.

Q9: Where can I get additional information?

A9: Procurement and Supply Chain Management will be having a “Meet Storr” day at Central Procurement on Jan. 15, 2019. We welcome you to join us between 8:30 a.m. and 11:30 a.m. that day at 310 Trent Drive, Suite 154, Trent Hall to meet the Storr representatives who will be handling the Duke account. Additional questions can be directed to [mary.b.crawford@duke.edu](mailto:mary.b.crawford@duke.edu).

Q10: I have items in storage with DeHaven’s. What will happen to my items?

A11: The majority of items in storage are actually stored in a Duke-owned or Duke-leased facility and logistically managed by DeHaven’s. The handling of these items will transfer over to Storr and billing will continue to occur monthly through an internal Duke JV. If you currently have items in storage and are billed directly by DeHaven’s (receiving and redelivery situation), those items will remain with DeHaven’s until they can be delivered to your location.