

# Linked

The magazine for LUPC Members and Suppliers



*Positive commitments on world stage: Report from annual Electronics Watch conference*



**ECONOMIC PREDICTIONS:**  
Impact on procurement



**NEW E-PROCUREMENT SYSTEM:**  
Available to all members



**TENDERING:**  
From a contractor's point of view



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**Don Bowman**  
LUPC Director

## Welcome to the Winter edition of *Linked* magazine which I hope you will enjoy and to a new year and new decade.

It was great to see some of you in Barcelona for the Electronics Watch (EW) Conference, which was superbly compered by Andy Davies from the Natural History Museum (an LUPC member and my predecessor as LUPC Director). It is great to see the positive impact EW is having on the lives of workers in the electronics

industry and the mineral extraction/mining industry related to electronics. As you will be aware, as a member of LUPC, you are affiliated to EW. You can read more about the conference on pages 8 and 9 and I would also urge you to check EW's website for updates on their activity and how to get the most from affiliation at [www.electronicswatch.org](http://www.electronicswatch.org)

In line with our strategy to support our members' procurement activity, I would like to remind you that LUPC has agreed a special discounted price for members' staff CIPS study. The price is £1,275 for the full Level 4 professional qualification, which I am sure you will agree is excellent value. On top of this LUPC will also support the students by paying for their study materials. There are also Level 4 Apprenticeships and professional Level 5 & 6 options

available. To find out more, visit our website <https://www.lupc.ac.uk/news/cips-study-courses-members>

I am pleased to welcome a new member of staff to LUPC; Nicola Hill has joined us as a part-time Senior Communications Officer, she will be helping Suzanne with our communications, to ensure our members are informed of events and member benefits and also assisting with the COUP2021 planning.

Since the last edition of *Linked* we are very pleased to welcome the following new members:

- Rose Bruford College – an HE provider in Sidcup
- The Royal Albert Hall – the iconic venue in Kensington
- DEFRA – the government department
- Big Creative Education – a training provider

Finally, I would like to wish all our members a successful 2020, we will be there to support your procurement needs in what promises to be an interesting year.

**Don Bowman**  
January 2020



Camlab offers a choice of quality products, efficient customer service and excellent serving options. We are committed to a continuous programme of development of our services and product offerings delivering real-time information on the latest innovative scientific products for our customers.

Camlab are pleased to announce we now have the following lots listed on the Laboratory Consumable & Chemicals IRLA framework: PPE, pipettes, gloves, filtration and glassware. If you would like to know more, would like to meet with one of our product specialists or have a requirement that we can help with, please do not hesitate to give us a ring on 01954 233110 or email [sales@camlab.co.uk](mailto:sales@camlab.co.uk).



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## LUPC Team Update



**Julie Gooch** (right) joined the LUPC team in November as our new senior category manager responsible for Estates and Facilities management. She previously held the position of procurement and contracts advisor at Lewisham Homes.

Julie's responsibilities include catering consultancy services, catering outsourced services, cleaning services, estates

maintenance and minor works, security services, waste management services.

**Nicola Hill** (left) is our new senior communications officer. She has been a writer and editor for over 20 years. She worked for the Guardian as a Charities Reporter, helping to set up its online version of the

Society section. Prior to that she was the News Editor for the National Council for Voluntary Organisations.

Nicola's responsibilities include the e-Bulletin and Linked magazine, website content and assisting with events.

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## New Executive Committee members

We are delighted to welcome two new members to our executive committee, Martin Kelly, head of procurement at South West London and St George's Mental Health NHS Trust and Cristian Martin, head of procurement at the London School of Economics.

We are also pleased to welcome back Joanna McKelvey, head of procurement at the Royal Botanic Gardens, Kew and Alan Hill, head of procurement at the Institute of Cancer Research. The executive committee provides leadership to LUPC's business planning and operational activities.

The group meets quarterly, if you have any comments or suggestions, please contact Emma: e.keenan@lupc.ac.uk

### LUPC presents



CONFERENCE ON UNIVERSITY PURCHASING

# "COUP 2021"

7-9 September 2021

SAVE THE DATE!



**TalentRoom**  
Workforce Management System

## Morgan Hunt & Alvius launch TalentRoom partnership

Framework approved supplier Morgan Hunt has teamed up with talent pool technology specialist Alvius to launch TalentRoom

### What is TalentRoom?

TalentRoom is a new workforce management solution encompassing casual/student workforce, agency workers and permanent recruitment through simple single sign-on.

### What does it do?

TalentRoom provides a complete service to public sector organisations – from attracting and placing candidates, to processing and tracking applications with digital compliance and a local workforce talent pool at its heart.

The system supports an internal resource team or Morgan Hunt Group can provide a wraparound managed service to work with organisations to reduce agency spend and provide significant cost efficiencies.

To find out more about TalentRoom, visit [www.talentroom.net](http://www.talentroom.net) or contact us at [talentroom@morganhunt.com](mailto:talentroom@morganhunt.com)

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 **Alvius**

# LUPC's Annual Review published

We hope you enjoy reading our annual review for the period 2018/19. Headline figures include a total spend through our agreements of £251m and total member savings of £16.7m.

The review details significant procurement activity across key category areas such as Estates, Professional Services and ICT. It also includes our third report on progress in responsible procurement. Member benefits such as Creditsafe, Electronics Watch affiliation and THEMIS subscription are highlighted.



In terms of meeting the objectives of LUPC's corporate strategy, we have enhanced the value to members by increasing the number of events and

visits, assisted the Home Office with a modern slavery project, supported student employability and worked more closely with other UK HE consortia.

## Membership of the Higher Education Procurement Association

LUPC has negotiated membership of the Higher Education Procurement Association (HEPA) for its non-higher education members.

HEPA is a membership organisation for heads of procurement and their teams. It was established in 2011 with the aim of enabling more effective national collaboration between like-minded organisations. HEPA now hosts on its website a huge array of advice, guidance and resources which will be invaluable in your procurement role, or when you are considering procurement matters in your business.

Key benefits include:

- HEPA Pro: A suite of 11 e-learning modules covering topics such as writing a specification, contract management, spend analysis and counter fraud.
- A discussion board, enabling you to post a question about anything procurement-related and where any one of HEPA's 4000+ members will post a response to help you.
- The Procurement Journey, a step-by-step online guide through procurement from low level/low risk to high level OJEU requirements. This includes guidance and templates to help you.
- Regular procurement-related news on a huge range of topics from compliance to sustainability, Brexit to VAT.

- Access to regular free and paid-for training and networking events
- How-to guides on writing a procurement strategy, sustainable procurement and training resources you can adapt and brand to support you when training people outside of the procurement field in your organisation

The cost to access all this, for those with an interest in procurement in your organisation is normally £500 per annum. However, as an introductory offer, LUPC will subsidise half of this, so the cost to you will be just £250 +VAT additionally, as the membership year runs between August and July. If you sign up after the 1st of February, the cost for your first subscription (providing access until the end of July) is half that, so you will need to pay just £125.

Whilst HEPA is officially established for those in Higher Education Institutions, due to the similarities in legislation and organisation almost everything on the website will be entirely appropriate and useful for those outside of that sector. The parent organisation of HEPA is BUFDG, please note that access to their resources is not included in this offer.

If you would like to sign up to access HEPA, please email [Caroline.Ford@lupc.ac.uk](mailto:Caroline.Ford@lupc.ac.uk) copying [info@hepa.ac.uk](mailto:info@hepa.ac.uk) confirming that you are a full LUPC member.

### NEW AGREEMENTS

- Networking - Routing & Switching
- Data Centre Management Equipment and Infrastructure
- National Electronics Agreement
- Photographic Equipment and Consumables
- Jisc Telephony Agreement

### UPCOMING TENDERS

- IT Related Accessories and Parts (ITRAP) including VR technology (expected to go live February 2020)
- Ethical Mobile Phones
- Online Streaming and Training Services
- Library Management Systems & Associated Services
- Apple (expected go live Q2 2020)
- General Laboratory Equipment, Supply, Delivery, Installation and Post Installation Services (expected go live June 2020)
- Estates maintenance and minor works
- Floor coverings – National
- Furniture supply and installation (expected go live June 2020)
- Security Services (Guarding and Reception) – Regional
- White Goods - National
- Computing – National Education Printer agreement (NEPA)
- Computing – server, storage and solutions national agreement (SSSNA)
- Software Licence Resellers (SLRA) – National
- IT equipment disposal
- Vulnerability Assessment Services
- Web Filtering and Monitoring
- Global Mobility Support Services.
- Legal Services – National
- Gases (IUPC) - National

### DATES FOR YOUR DIARY

- Meet the Team Breakfast and LUPC Induction for Members  
6 February 2020, 4 June 2020
- Heads of Procurement  
10 March 2020, 7 July 2020
- LUPC & SUPC Conference 2020  
30 April 2020
- One Day Category Event: Catering  
19 May 2020
- One Day Category Event: HR  
29 September 2020
- COUP 2021 – 7-9 September 2021

# Responsible Procurement: News



**Marisol Bernal, LUPC's Responsible Procurement Officer, reports on LUPC's responsible procurement activity over the last quarter.**

## First Responsible Procurement Event proves popular

Our first annual responsible procurement event took place in the Octagon building at Queen Mary University on November 19th. Presentations included how to embed responsible procurement within organisations, how to include the Electronics Watch terms and conditions in call-off competitions and a session from The Energy Consortium on renewable energy.

The event was attended by over 50 people. It provided the opportunity for delegates to network, share best practice, discuss current challenges and take away some practical tips on how to implement responsible procurement terms in tenders. We also covered how to consider and include social value in your work, how to use the variety of Electronics Watch tools available to you as well as advice on drafting modern day slavery statements.

The feedback from delegates was very positive: "It was the first LUPC session I have attended and I was pleasantly surprised by how much information I took away with me after one single day."

"I found all the presentations useful, and informative."

We look forward to continuing to provide you with regular information on this topic and whilst we will retain our focus of including responsible procurement in all we do, let us know if you have any specific topics you want us to cover next year.

**Keep an eye on our events [www.lupc.ac.uk/events](http://www.lupc.ac.uk/events)**

## E-sustainability alliance launched by Defra

LUPC attended the launch of a new sustainability initiative by the Department for Environment, Food and Rural Affairs (Defra). An event at the Natural History Museum, introduced the guidance report, *Helping businesses create a greener, more sustainable future through ICT*.

The guide details how businesses can use ICT to align their work with the United Nation's Sustainable Development Goals and the UK Government's 25-year Environment Plan. The document provides an overview of the key sustainability challenges and opportunities in areas such as circular economy, sustainable procurement and ecological footprint.

The Defra e-sustainability Alliance (DeSA) brings together businesses, NGOs and policy makers to promote best practice on sustainability and to identify new projects and initiatives in the ICT sector. The alliance will be creating regular blogs for Defra to complement the guidance with case studies and live examples. DeSA's founding members are AXELOS, the UN's Environment Programme (UNEP), The Responsible Business Alliance (RBA), Atos, Ark, Xerox, HPE, Capgemini, Dell, IBM, Vodafone, Microsoft, WWF and N2S.

**To access the new guide visit: <https://bit.ly/2Pyf0GB>**

## Equiano commended at Green Gown awards



*Don Bowman, Olga Martin-Ortega, Darran Whatley and Marisol Bernal at the awards evening*

LUPC team members attended the Green Gown Awards held at the Glasgow Science Centre on Tuesday 26th November 2019. The Green Gown Awards celebrate innovative and inspiring sustainability projects in universities and colleges.

LUPC was shortlisted as a finalist in partnership with The University of Greenwich in the research with impact institution category for Equiano – our human rights risk assessment tool.

The engagement tool is designed to gather information to help identify the risk of human rights abuses in public supply chains. It was developed under the supervision of the Business, Human Rights and the Environment Research Group (BHRE) at the University of Greenwich as a response to the increasing pressure on public authorities to purchase goods and services responsibly.

Although we didn't win our category, we received some encouraging feedback from the judges: "Amazing achievement with a limited budget, great that it is low cost and user-friendly as these are often the barriers to implementation. Excellent idea much needed and would be great to see the social impact of this as the assessment tool is implemented in the future."

LUPC has now integrated Equiano into APUC's Sustain, a wider supplier risk assessment tool.

**To find out more visit: [https://www.lupc.ac.uk/Responsible\\_Procurement](https://www.lupc.ac.uk/Responsible_Procurement)**

For more information about joining the group, contact **Marisol Bernal**, Responsible Procurement Officer, [m.bernal@lupc.ac.uk](mailto:m.bernal@lupc.ac.uk) 020 7307 2765.

# Case study: Revolutionising the paper industry with sugarcane



**David Masson, Marketing Manager at Springfield Papers, explains how a product it supplies turns agricultural waste into a resource.**

The circular economy is a concept that aims to minimise waste by reusing materials and regenerating natural systems thus avoiding landfill waste. Linear consumption has led to our plastic-filled oceans and deforestation. The crucial part the rainforests play as the ‘lungs of the planet’ is at odds with the corporate interests and the illegal logging in the Amazon and other unprotected forests across the globe. Products that offer the consumer sustainable alternatives and alleviate the pressure on these areas can make a big difference this decade and a paper product from India is doing just that.

## The EnvopAP Story

Kaushal Shah thought of a plan to combat this problem while studying at the University of Southampton. He saw the potential of turning agricultural waste in his home country of India into usable products.

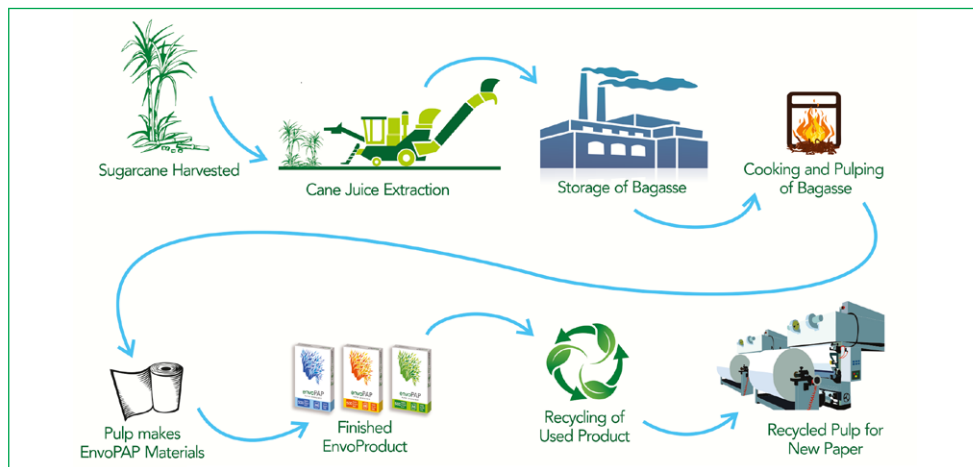
Today, Kaushal is the chief executive of EnvopAP, a company that has created an eco-friendly and efficient copy paper, made by upcycling sugarcane waste instead of using fresh trees. EnvopAP is the world’s first carbon neutral paper supplier and their head office is based in central London.

## The Process

Conventional paper requires virgin fibres obtained by felling trees to strengthen the paper. EnvopAP uses a reclaimed waste product called bagasse which is made from the fibres of sugarcane and wheat husks. After being transferred to the mill, the bagasse is converted into pulp through a carbon-neutral and chlorine-free process before being pressed into paper.

## The Benefits

An acre of sugarcane produces around 4,000 tonnes of waste and the sale of the husks to the paper mill avoids burning the fields ready for the next harvest. This tradition of burning has been found to have an alarming impact on the rates of serious diseases for the local population.



envoPAP production cycle

The farmers cooperatively sell their waste to the mill which provides an extra income for their communities. The sugarcane, wheat straw and wild grass fibres, which used to be burnt into the atmosphere, are now blended together to create the fibres of the paper. The process uses far less chemicals than recycled paper and turns waste into resource. With every eight reams of EnvopAP produced, one tree is saved from being cut down for paper. EnvopAP has saved more than 760,000 trees from being chopped down and aims to reach 1.5 million by the end of 2020.

## The Price

EnvopAP costs more than the budget, unsustainable copier paper but is surprisingly cheaper than the recycled alternatives. This is due to the fibres requiring less treatment and processing, as they arrive partially processed by the harvest.

## Efficient and Effective

The most important part of any modern paper product is the printing. EnvopAP is guaranteed for use on all office equipment (ISO 9001) with maximum age resistance for archiving (ISO 9706). Other important factors for EnvopAP include:

1. High whiteness and opacity
2. Consumes less ink than conventional paper

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EnvopAP has been certified by Intertek as:

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- Compostable
- Recyclable
- Energy Saving

The sustainability, the social and economic benefits and the reasonable cost ensures that EnvopAP is a great option for any organisation striving to improve its environmental outcomes. The larger the consumption of paper, the greater the benefit of using EnvopAP will be for the environment.



For more information, watch this video, which explains the product further: [https://www.youtube.com/watch?v=ExeJk\\_KSAKk&t=](https://www.youtube.com/watch?v=ExeJk_KSAKk&t=)

Please get in touch with **Springfield Papers** if you want to receive samples of this revolutionary paper.

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# Positive commitments on world stage

Mike Kilner, LUPC's Senior Category Manager reports from the annual Electronics Watch Conference.



Over 400 ICT manufacturers operate in the Philippines

The annual Electronics Watch Conference in Barcelona opened with immediate and encouraging news as both the La Generalitat (Government of Catalonia) and Transports Metropolitans de Barcelona (TMB), the main public transport operator in Barcelona's metropolitan area, announced their affiliation to Electronics Watch.

The Vice President and Minister of Economy and Finance, Pere Aragonès reiterated a commitment to social responsibility, sustainability and innovation. The Generalitat's commitment to Electronics Watch (EW) centred on three objectives: to improve the socially responsible procurement of ICT hardware; increase transparency in the supply chains of procured electronic products; and exercise visible leadership in socially responsible public procurement, giving an example of positive commitment from Catalonia in this area.

The topicality of the opening panel discussion on the challenges presented by the climate and human rights emergency was brought home by EW Board Member, Daisy Arago, from the Centre

for Trade Union and Human Rights in the Philippines. The islands were in the news following the arrival of Super Typhoon Kammuri and the evacuation of over 300,000 from the island of Luzon. Many of its residents have no other option but to live and work in low-lying, high-risk areas in conditions inappropriate to deal with increasingly extreme weather events.

Over 400 different ICT manufacturers operate in the Philippines, which is a hugely important source of both gold and nickel among other key minerals used in the electronics industry. Extraction is often conducted from vast open-cut mines. Large swathes of the landscape have been destroyed as a result, the impact extending to previously rich coastal fishing stocks devastated by run-off silt and pollutants. The search for new fishing grounds in order to maintain their livelihood has led them into deeper Pacific waters and into direct conflict with unsympathetic Chinese authorities. On the land, drinking water is contaminated by hexavalent chromium with World Health Organisation safe drinking limits of 0.05ppm frequently exceeded.

## Electric hazards ahead

The latest generation of lithium-ion batteries used in electric/hybrid-drive technologies present another problem to poor regions. Capable of greater distances and utilising nickel, cobalt and aluminium (NCA) chemistry, the demand for nickel is forecast to see the Philippines increase its global market share from a current 3% to 37% in 2030 in an industry dominated by nearby Japanese conglomerates. The consequences to the environment could be disastrous and long-lasting. Alberto Ruiz from sustainable development organisation CATAPA painted a similar picture within Bolivia where lithium and copper are extensively mined.

*"For all the efforts made in recent years on energy efficiency during use, it is production that accounts for over 80% of the overall ICT energy footprint."*

Shigeru Tanaka from the Pacific Asia Resource Centre in Japan focused on the mining industry and the degradation caused within the Philippines in his talk, Make ICT Fair in the Minerals Supply Chain. Due to the remoteness of some locations, some workers are doing shifts of up to 12 hours per day across 20 consecutive days. They would then return to the main cities for the start of what should be 10 days' leave but were often taking on new contracts within a few days of returning due to poor wages. Many find themselves in a cycle of temporary employment, sometimes lasting for several years. Although Filipino law only allows a maximum period of six months before transferring to a permanent position, international companies succeed in finding and exploiting loopholes in local labour laws.



There was also vivid commentary on the unsustainability of current practices in the global ICT supply chain, for example, product obsolescence deliberately built into devices. For all the efforts made in recent years on energy efficiency during use, it is production that accounts for over 80% of the overall ICT energy footprint. More effort needs to be made to extend the useful life of products and move closer to adopting goals around closed-loop manufacturing and recycling. Public procurement came under scrutiny and was criticised for buying ‘cheap’ in the past with little regard for considering the environmental impact.

The technical workshop on Health and Safety in the Electronics Industry highlighted recent health findings in the US linking high numbers of miscarriages to working in the electronics industry. Workers handling hazardous substances often fail to speak up for themselves and raise such issues. There is a pressing need to develop effective worker-driven monitoring groups to shine a light on these matters. Electronics Watch has, in conjunction with other parties, developed



*Bonded worker trapped.*  
(photographer: Jonas Gratzler)

a Health and Safety Code for review ahead of Affiliate implementation.

The second topical area, ‘Workers and Public Buyers Come Together to Fight Forces Labour’, included a number of important insights from Cindy Berman of the Ethical Trading Initiative. In those areas

of SE Asia with the weakest labour laws, it wasn’t uncommon to find migrants’ work permits restricted to one particular employer with their passports also held. With no means to seek work elsewhere and often in debt bondage arising from the time of migration, these people were effectively ‘slaves for the modern age’. Buyers need to come together on the implementation of effective monitoring, educating workers on their rights and the creation of unions or equivalent with an effective voice with their employers.

There were further discussions and a concluding panel highlighting the positive impact made in the last 12 months, particularly with regards to restitution. With partnership programmes being launched by the OECD and the continued Social@Risk project based on the analysis of social media posts in China for example, 2020 will be an exciting year for Electronics Watch.



## ELECTRONICS WATCH REPORT ON WORKERS' GRIEVANCES IN CHINA AVAILABLE TO MEMBERS

Electronics Watch affiliates (all LUPC full members) can now access a report on Workers’ Grievances in Electronics Manufacturing in China: A study of Dell’s and HP’s supply chains. LUPC contributed to this study along with Stockholm County Council, Advanced Procurement for Universities & Colleges, and Hanzehogeschool.

The study seeks to understand electronics workers’ grievances through social media posts, collected with the Social@risk™ tool developed by Globalworks. Nearly two million posts relating to 38 final assembly and original design manufacturers (ODM) suppliers to Dell and HP were included in the project.

The findings highlight workers’ grievances related to forced labour, student labour, excessive working hours, and health and safety among other areas. The report identifies priority issues.

To access the report visit:  
<https://www.lupc.ac.uk/electronics-watch>



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# Post-election economic predictions

**Mohamed Hans**, Procurement Advisor, CIPFA Procurement & Commissioning Network offers advice to the procurement industry.

The election of a Conservative majority government, has implications for a myriad of economic indicators, which influence procurement and finance functions across the higher education and non-profit fields. It is critical to consider the key economic factors that are likely to change in the coming years and how that's expected to impact the future of procurement.

The key driver of change in the procurement landscape continues to be Brexit, which holds the power to shift current supply chains, operations, exchange rates and immigration. The way businesses, people and money move from the UK to the continent will inevitably change. Just how much change will be determined by our government and Brussels during the Brexit transition period. It's a shift that impacts nearly all aspects of commerce and business, and procurement is no exception.

Once the Brexit transition period has concluded, any changes in current supply chains are likely to impact existing and new procurement contracts. Tariffs may be applied on goods entering the UK. Customs checks are likely to be introduced, which may reduce supplies of international goods to the UK. Additionally, any friction that is introduced with trade could mean material shortages, delays or increased delivery costs. Organisations with private sector procurement contracts should be reviewing their agreements to establish the impact that any delay or disruption in the supply chain would have on their projects.

*"It is imperative that conversations with the supplier remain open and regular, to ensure supply chain risk and responsibility is adequately shared."*

## Exchange rate fluctuations

Another key area of risk is exchange rates, potentially resulting in a weaker pound. Practically speaking, a weaker pound means the price of goods from EU member states would become more expensive. Furthermore, goods from Tier 2 suppliers, countries like Turkey, Switzerland, Mexico and South Korea would be affected by any fluctuation in currency. The financial reverberations of Brexit will extend well beyond Europe. Many UK manufacturers have been adding to their cash reserves and delaying capital expenditures to keep cash in the hands of the business – a trend that is probably having an impact already on the volume and frequency of major public sector contracts. Firms will need to confirm if price review clauses allow suppliers to increase prices as a result of changing exchange rates.



Additionally, organisations able to pass on any increase in costs to consumers will fare better than most. The picture is so complex and uncertainty is expected to persist over the next year.

So how can procurement and finance professionals in higher education and not-for-profit organisations find out more about, and better prepare for, the changing economic landscape of procurement?

CIPFA is proud to have a robust Procurement and Commissioning Network of sector professionals to encourage collaboration, partnerships and information sharing. We have upcoming events in February 2020 to help professionals understand the risks and pinpoint the actions needed to navigate a fluid procurement landscape. Although these are just a couple of key Brexit-related economic factors that are changing the procurement and commissioning space, there are several other indicators, such as immigration and foreign investment, that will inevitably be influenced by Brexit, and that will influence the way we conduct our work. There's much more to be discussed and numerous preparations that must be made to make sure projects are as efficient and cost-effective as possible.

For further information, visit:

<https://www.cipfa.org/services/networks/procurement-and-commissioning-network>

# Public versus private

**Roy Dennis** MCIPS joined LUPC as a Senior Category Manager for professional services six months ago. He offers his reflections on a career move into public sector procurement from the private sector.

I have worked in the private sector for over 30 years, mainly in technology companies including Olivetti, ICL/Fujitsu and Hewlett-Packard. Since 1998, I have been employed in a procurement capacity in a wide variety of categories including Multivendor IT Spares, IT Repair Services, Logistics and Warehouse.

The key differences between the public and private sector that I have noticed are drive, collaboration, regulation and the sharing of knowledge. The private sector's motivation is driven by revenue, profitability, shareholders and market share. The focus is constantly on thriving (and sometimes surviving) within the marketplace. Acquisitions, divesting and redundancy are commonplace. Meanwhile, the public sector's drive is influenced more by available funds and how that funding can be spent wisely to deliver public services.

While collaboration exists in the private sector, the public sector takes it to a different level. Both with suppliers and members, the willingness to share information and work together to achieve is exceptional. In comparison the private sector tends to be adversarial between competitors, which can also be reflected in the supply chain.

Regulation exists in both the public and private sectors; however, regulation in the public sector is dominated by EU Directives demanding transparency, non-discrimination, proportionality and equal treatment. In the private sector, the same demands exist, but are generally self-regulated by internal purchasing systems, processes and audits, which are often managed by global teams and in silos.

From my experience of working at LUPC, there is a notable difference in the desire to share knowledge and promote continuous development skills. In the private sector, training is now 99% online learning whereas in the public sector there



Ready for a challenge

## Profile – Roy's public v. private persona

*"In my day job, I am focusing on how to improve the benefits to members in existing professional services frameworks and making my mark when they come up for renewal. Outside of work, I enjoy photography and cycling and have ridden from John O'Groats to Lands' End in eight days. I'm married with two daughters. I have been introduced to roller skating by one daughter and Karate by the other – I'm now a Black Belt – always ready to take up the next challenge".*

is more face-to-face training, which I think is more effective.

In the private sector most agreements would be with a maximum of three suppliers and sometimes, there would be a sole supplier, which can provide the buyer with more leverage. In HE consortia, there are usually more suppliers on a framework, giving access to a greater number of options for its members.

### What could the two sectors learn from each other?

In my experience the public sector could learn from the private sector's use of technology; in particular, moving towards more digital solutions, including the use of more remote meeting facilities and virtual conferencing.

I think that the private sector can learn from the public sector's collaboration both

with its suppliers and its competitors. Due to its competitive nature, the private sector is unlikely to be as collaborative but there are clear benefits to gain from working together.

The public sector enthusiasm to procure responsibly is notably greater. I have noticed that discussions around sustainability, environmental considerations and human rights issues in contracts are everyday conversations. This is an area the private sector could improve on.

### Take up the challenge

More people should switch between the sectors in their careers. Lack of knowledge of the public sector and its regulations may put some private sector employees off but the differences should not deter people from applying.

# Trainee scheme benefits graduate and LUPC member

**Jim Biggin** is now a Procurement Officer in the University of London's Property and Facilities Management department – a job he secured after a year's work experience at LUPC on our graduate training scheme.

**Nicola Hill**, our new Senior Communications Officer, spoke to him about his experience, what he has gained from it and recommendations for future graduate trainee schemes.

## *What did you gain from the experience?*

My year at LUPC was great, I got involved in almost every industry in the UK as there is a framework covering everything from insurance to laboratory equipment to debt recovery. It was interesting finding out what members needed through my work on drafting specifications and helping to write tender documents for new frameworks.

I attended quite a few events, including one in Amsterdam for the 2018 Electronics Watch conference and COUP in Leicester. These opportunities introduced me to a huge network of people across the UK. I also gained some experience of marketing and communications to add to my CV. I learned about the legal frameworks required in public procurement and was sponsored through CIPS, which gave me a good foundation of knowledge. I have just finished CIPS level 4. This qualification helps you to be taken more seriously in the procurement world and has given me confidence.

The emphasis on responsible procurement at LUPC added value to my experience and is something I am carrying forward in my new job. Even when a tender document doesn't specify it, I am incorporating it in contracts, for example, using the Ethical Trading Initiative.

## *What was it like working in the LUPC office?*

I enjoyed every day as the work was so varied. Everyone was lovely to me, they want you to do your best, they are very patient and keen to throw opportunities at you. They even offered me a job at the end.



*Jim Biggin, LUPC's former graduate trainee*

It's quite different from other procurement trainee schemes as you are not stuck in one industry, you learn about a wide range of businesses and the impact of purchasing all the way down the supply chain.

## *What was the most challenging part of the experience?*

Making sure I was meeting the members' needs when I didn't have any prior experience. I would have preferred some benchmarks to measure myself against. I am keen to please but I wasn't sure when people were being encouraging, if they were just being nice or if I was meeting expectations.

## *What else could LUPC or our members offer graduate trainees?*

It would be great to have more placements in member organisations. I had one for three days a week for six weeks but if they could offer more work shadowing days with members that would help. It would be good to know what it's like implementing a framework.

## *What are you enjoying about your new job?*

I like the internal governance, seeing how decisions are made and how to take a project from stakeholder consultation through the approval processes and site visits to considering how to ensure the project has a public impact. I like thinking about the best way to take a project forward, for example, with an office refurbishment project, we are using the Royal Institute of British Architects stages as our milestones.

## *What would you say to others considering the scheme?*

Go for it! It's fascinating. Procurement needs young talent. The scheme really helps you prepare for the industry.

**LUPC will be taking on a new graduate trainee this year.**



# New eProcurement system now available to all members

LUPC put its own eProcurement out to tender this year as the contract with the current provider was coming to an end. The eProcurement Portal Framework we secured with EU Supply is now open to all UKUPCs and their members. **Darran Whatley**, explains the procurement process.

We opted for the OJEU Open Procedure to make sure the competition was as fair as possible. There were several known suppliers in the market and an analysis showed a range of 5-10 likely bidders. A tender working group was set up, comprised of technical and procurement staff in Institutions and Universities from LUPC, NEUPC, NWUPC, SUPC, JISC and Ensemble Purchasing. The group agreed a sourcing strategy, which was submitted to the LUPC Executive Committee with supply of eTendering, eEvaluation, eAuction, eContractManagement, DPS and Complete Solution modules available.

The group ensured that the new agreement met the requirements of the sustainability, equality and diversity policies and standards of both the Consortium and Member Institutions. The procurement processes also complied with the Public Services (Social Value) Act 2012, as well as the Modern Slavery Act 2015.

## By far the most technically advantageous system

The Complete Tender Management (CTM) system from EU Supply had a quality score 21% higher than the next nearest rival and was by far the most technically advantageous system.

LUPC set up and went live with the EU Supply platform for eProcurement within two weeks, from the call-off contract to training completion and we were then ready to run projects. Best practice templates were set up which can be re-used and shared with other LUPC members for their implementation.

A key goal was to reduce the amount of clutter that LUPC members had experienced in previous systems, and to make it simpler to go through the tender process.

Our sole aim is to secure the best possible value for our members, with the highest technically scored system, against our



demanding specification. With the CTM portal from EU Supply, our members can run their tendering processes more efficiently. This in turn, frees up more time for members to provide a better service for their departments, researchers and academics.

Benefits include:

- an easy and compliant route to the market
- supplier operational and commercial management of the Framework Agreement both locally and regionally
- a pre-qualified and evaluated appointed supplier
- provision of structured Key Performance Indicators and Service Level Agreements to ensure effective commercial and operational management of the Framework Agreement
- all-in-one arrangement covering all eProcurement system modules, licensing arrangements, implementation, training, data transfer and consultancy services
- fixed pricing

## The system will evolve through collaboration

EU Supply and LUPC have together designed the system so that it will evolve through the collaboration between LUPC members.

We can add templates over time which will make the tendering process even more efficient, not just for LUPC and its members, but all UPCs and their members who use the system.

By conducting the tendering process on the CTM platform, LUPC, other UPCs and their members will save time which they can use to achieve better value from their competitions, as opposed to spending time setting up a system.

We advise all our members to use the CTM e-tendering platform for their procurements, and are confident that it will make a difference.



**Darren Whatley is**  
LUPC's senior category manager

Full details are available here:

<https://www.hecontracts.co.uk/agreements/772>

# Improving the tendering process

**Kerry Higgins**, Bid Manager at Tradebe Healthcare National Ltd explains the tendering process from a contractor's point of view and suggests how the process could be improved.



For any company providing goods or services to the public sector, procurement can be a complex labyrinth, involving the collection of information from a variety of different sources.

When a potential bidder receives an invitation to tender (ITT) notification, the bid team sets to work dissecting the information to make sure they can provide a robust and concise proposal that meets the needs of the contract. This can lead to numerous clarification questions, making the process time-consuming for both the bid team and the potential client's procurement department.

## Do standard framework questions work?

The short answer is no. Framework questions and responses were written for a generic overarching service. Use the responses provided by bidders, note any further information you require and ask questions specific to your requirements.

Always request presentations; speak directly with your short-listed candidates providing an agenda on what you want from this presentation. This is your chance to get additional information and clarify any ambiguities in the bidder's initial response.

Discuss KPIs early, be prepared to allow for negotiation. Putting demands on suppliers that are not achievable will reduce the compliant responses you receive. For example, with the service we provide, we will always aim to make collections 100% of the time in accordance with the agreed schedule, however in a realistic world this is not always possible. Make sure you are not setting up your new supplier to fail before the contract has even started.

Be clear on what you want from this tender process and tell bidders. The more information you provide the more tailored the response you will receive.

Ask questions, be concise and make sure you receive the information you need.

This is not just a tender process but a contract that will last several years and the start of a partnership; be open, transparent and tell your new suppliers what you want.



**Kerry Higgins** is Bid Manager at Tradebe Healthcare National Ltd, a supplier on the waste management framework.

## TOP TIPS

**There are several ways for procurement departments to reduce the overwhelming queries from bidders.**

- ▶ Hold a pre-tender meeting; invite potential suppliers and market leads to a group session to present your ideas around the procurement process.
- ▶ Let bidders advise what information they require before you release the ITT.
- ▶ Put yourself in the bidders' shoes, what information would you need to price this contract, think through everything from storage to transport to disposal, etc.
- ▶ Arrange site visits as early as possible. By seeing where you need the services, contractors can better understand your processes and procedures. This will bring the tender to life and spark innovative, bespoke responses.
- ▶ Ask yourself, is there enough time allowed to prepare the bid? Each bid department will use the expertise of internal divisions from Operations, Logistics and Account Management to ensure the provision of accurate and up to date information.
- ▶ Put in place a realistic time frame for the procurement exercise and mobilisation period. This will dramatically change the quality of responses you receive. There is no one size fits all solution as each institution has different requirements, however the heavier the resource requirement the more time will be required to mobilise the new contract. As a starting point a six-week deadline tender process from ITT release to submission is achievable for most bidders, with a three-month mobilisation period where possible.

This section will give you an update on any new agreements in place, or news on existing agreements. Please note this is not the full list of available agreements, just those where there is some news to report. For the full list of agreements and for further information on any of the agreements listed here, please visit the HE Contracts (HEC) site: <https://www.hecontracts.co.uk>

The initials next to each agreement indicate the LUPC Contract Manager you should contact for further information about a particular agreement, these are as follows:

<b>JG</b>	Julie Gooch	020 7307 2778	<a href="mailto:jgooch@lupc.ac.uk">jgooch@lupc.ac.uk</a>
<b>DW</b>	Darran Whatley	020 7307 2764	<a href="mailto:d.whatley@lupc.ac.uk">d.whatley@lupc.ac.uk</a>
<b>JK</b>	Joyce Kadri	020 7307 2763	<a href="mailto:j.kadri@lupc.ac.uk">j.kadri@lupc.ac.uk</a>
<b>MK</b>	Mike Kilner	020 7307 2768	<a href="mailto:m.kilner@lupc.ac.uk">m.kilner@lupc.ac.uk</a>
<b>RD</b>	Roy Dennis	020 7307 2772	<a href="mailto:r.dennis@lupc.ac.uk">r.dennis@lupc.ac.uk</a>

Other useful contacts:

JISC	<a href="http://www.jisc.ac.uk">www.jisc.ac.uk</a>
TUCO	<a href="http://www.tuco.org">www.tuco.org</a>
TEC	<a href="http://www.tec.ac.uk">www.tec.ac.uk</a>

## AUDIO VISUAL

### Audio Visual Products and Services – HEPCW, LUPC and SUPC (going to National) MK

The suppliers on the original HEPCW framework have agreed to extend contract terms and pricing to the end of February 2020.

Further news is expected shortly from NEUPC, having drafted and received comments on the new tender contract strategy from the National AV working party.

A meeting was held with key manufacturer LG during November about maximising their support for the new agreement.

### Broadcasting Equipment and Integration Services – National MK

LUPC and SUPC could potentially organise a jointly coordinated, London-based launch event for the agreement.

### Photographic Equipment and Consumables – National MK

The re-tendered agreement is now live with five suppliers awarded to the Framework: Creative Video Productions, D L Kirkpatrick, Keyphoto, Proactive and WEX.

The principal items within scope are: DSLR Cameras, Compact System Cameras, Medium Format Cameras, Action Cameras, Camcorders, Lenses, Lighting, Specialist Printers, Tripods and Gimbals, Drones, Memory Cards, Film, Filters, Photographic Paper, Negatives, Tripod Bags and Camera Bags.

Further information can be found in the User Guide on HEC. Implementation meetings will be conducted with the suppliers during January.

## ESTATES & FM

### Catering Consultancy Services – National JG

Option of one-year extension taken and agreed by suppliers.

Contract review meetings will be undertaken early this year by Julie Gooch

### Catering Outsourced Services – National JG

Contract review meetings have been taking place and are nearly complete. A one-day catering event is scheduled to take place in May, more information to follow on that during February.

### Cleaning Services – Regional JG

Meetings with suppliers are now scheduled and their input will help form the strategy for the new agreement.

### Electrical Materials & Associated Products – National MK

The working party would be interested in receiving agreement feedback from our members (including the Executive Committee). A more formal survey will be issued ahead of the next reviews in Q2 2020.

The first 12-month extension is likely to be invoked, NWUPC are awaiting one signed extension letter to be returned. Once this is received, the details will be updated onto HE Contracts.

### Electronics (NUWPEC) – National MK

The new agreement commenced at the start of the year across five different lots. Details are in the process of being uploaded to the HE Contracts database.

Award letters have been issued to all bar RS Components at time of writing, which is due to a minor non-compliance matter being resolved within their team. NWUPC are currently awaiting signed award letters from Rexel, Edmundson and Grafton.

### Estates Maintenance and Minor Works – Regional JG

Contract review meetings began in early January. The output from these meetings will help form the strategy for the new iteration of the tender.

### Floor Coverings – National JG

The NEUPC is looking to re-tender the Floor Coverings framework to ensure a new contract is available by June 2020, the work of the Tender Working Party (TWP) will begin in earnest in January. Please submit your feedback, via: <https://enp.onlinesurveys.ac.uk/neupc-floor-coverings-member-survey>

### Furniture Supply and Installation – National DW

LUPC Supplier reviews took place during November and December 2019. A factory visit to Elite Office Furniture is planned during January 2020.

### Security Services (Guarding and Reception) – Regional JG

Contract review meetings are beginning later this month. The output from these meetings will help form the strategy for the new iteration of the tender.

### White Goods – National MK

Annual review meetings are scheduled to take place at the end of January 2020. Following these, work will commence on the formation of the tender working party and development of the strategy for the retender of this agreement, which expires on 31 August 2020.

A survey has been developed to canvass user feedback on the existing agreement, which is available until 28 February 2020: <https://enp.onlinesurveys.ac.uk/white-goods-re-tender-survey>

## ICT & TELECOMS

### Computing – Data Centre Management Equipment and Infrastructure – National MK

The award of the replacement agreement, which concluded its standstill period on 7 January, was completed in December.

Three of the seven suppliers are new to the agreement. A maximum day rate pricing structure is included and there is data centre equipment pricing information to allow benchmarking, that will bring benefits to institutions that maximize opportunities to utilise the framework. The new framework allows for more flexibility in accessing suppliers under a single Lot with direct award, desk top exercise and mini-competition options provided for.

### Computing – Desktop and Notebook Agreement – National ('NDNA') MK

Sales figures by region and OEM (including resellers) for the agreement up to and including Q1 2019/20 were shared in early January 2020. The next set of review meetings have been arranged for 9-11 March at the University West of England in Bristol.

### Computing- ITRAP (IT Related Accessories and Parts) – National MK

The tender evaluation and scoring for the new agreement finalised at the end of December.

### Computing – National Education Printer Agreement ('NEPA') MK

A survey requesting feedback on the current framework and requirements for the next arrangement was issued in October to the LUPC CCG for response by 1 November. User and supplier feedback will be reviewed and the specification and ITT for the new framework completed accordingly.

As the current framework ends on 30 March, a decision will be made soon on any potential short extension to the current agreement. The tender working party including LUPC, will produce a strategy document shortly. Konica Minolta have recently submitted a price increase request which will be reviewed by NEUPC. If agreed this would only impact new call-offs.

### Computing – PCs with Apple Operating Systems – National MK

The issuing of the ITT has been delayed from early December, in part due to Apple UK reorganising their authorised Apple Solution Experts for Education programme. The working party is currently awaiting further details from the Chair.

A pre-tender Supplier Engagement session was held on 13 November at UCL.

### Computing – Server, Storage and Solutions National Agreement ("SSNA") MK

The research phase for the re-tender commenced last November and meetings or conversations have been held with Google, AWS and Microsoft around their Cloud service provision. The plan is to hold a supplier engagement event towards the end of January 2020 ahead of the tender being issued in May 2020 for commencement in November.

Tectrade has now become "Computer Systems Integration Limited" following the acquisition of the former by the CSI Group last November. A signed novation agreement has been completed and HE Contracts and all other systems, documents etc. have been updated.

### Software License Resellers (SLRA) – National MK

SUPC is in the process of setting up the tender working party for the re-tender with a view to having the new contract in place by September 2020.

### Finance, HR/Payroll, ERP and Associated Services MK

There have been a number of call-offs, mostly with institutions renewing existing licences and migrating to the Framework Agreement. Call-offs for this agreement are complex and can be time-consuming as a change of terms and conditions is often required to suit the individual installation at each institution. APUC has held a review meeting with Zellis (formerly T/A Northgate Arinso UK Ltd) and a follow-up meeting to assist three LUPC institutions with onboarding. APUC is also looking to hold review meetings with suppliers in Q1 (MHR in January). Any feedback would be gratefully received prior to the review meetings.

### Telecommunications inc. landline and mobile – National (CCS) RM1045 MK

CCS has organised a one-hour webinar 26 February for buyers wishing to know more about RM3808 Network Services 2. Further details and a booking form can be found at <https://bit.ly/30iiVLc>

### Computing – General Matters not covered elsewhere

A VEAT notice was placed for Ethical Mobile Phones in support of the new Fairphone 3. Further correspondence from sole supplier The Phone Co-op is anticipated shortly ahead of populating HEC and Hunter with further details.

Reference: ITS1024AP Online Streaming and Training Services APUC is currently working on a framework agreement for online training streaming services. There are two strands to this procurement exercise:

Streaming of Online Content for library catalogues to assist with interactive and blended learning and teaching.

Online training services targeting suppliers including LinkedIn Learning, Pluralsight and Udemy, which can be used to provide the basis for staff training. Access can also be expanded to students to assist with teaching.

Reference: ITS1028AP – Library Management Systems & Associated Services The APUC/SCURL LMS tender was advertised to market in November. The return date for tenders was 20 January 2020. The agreement, open to the UK Purchasing Consortia, is due to be in place in March/April and will include the additional product lot for Reading List Software.

The next National ICT Group (NICTG) meeting is by call only and has been arranged for 29 January. Discussions as part of the last meeting held at the end of October included how and where best Cloud solutions could be potentially captured within the forthcoming SSSNA tender. The HE Consortia leads agreed to analyse their 2018/19 spend and identify areas for prioritisation and any potential agreement opportunities.

The current IT Equipment Disposal has been extended until 15 March 2020. The final strategy has been signed off with the NWUPC presently working on the tender documentation, which will be distributed to the NICT Group prior to publication to the market.

The most recent UCISA London ICT meeting was held 13 November and included presentations on Azure and Power BI at King's College London, Supporting Cloud Transition with Identity and Access Management at UoL and Improving student experience, and efficiency and security of payments at the University of Hertfordshire.

A new 2 plus 4-year Telephony Purchasing Service DPS commenced on 2 December 2019. Managed by Jisc, there are 18 suppliers presently on the agreement. All details including a Buyers' Guide have been added to HEC and Hunter by LUPC.

Service reviews for the Jisc Network Equipment Framework will take place in February and cover the contract period to January 2020 inclusive. The new framework has already been well used with in excess of 70 orders declared in the first three months of business since its commencement in October 2019.

Preparations have commenced on the documentation for the replacement Jisc frameworks for both Vulnerability Assessment Services (expiry March 2020) and Web Filtering and Monitoring (expiry May 2020).

## INSURANCE

### Insurance – Regional MK

The annual service review meetings with Gallagher, ZM and RSA were held in early December and included a full appraisal of the comments and scores from the member survey.

ZM held its annual Education Sector Customer Risk and Insurance Forum on 10 December, which included presentations from two companies specialising in escape of water detection systems.

PA/Travel specialist Another Day has collated the responses to the previous LUPC Travel Risk Management Standards survey and its interim report has been compiled and circulated to the group. The next stage is a series of one-to-one interviews.

## LIBRARY

### Books, E-Books, Standing Orders and Related Material – Inter-regional Agreement (SUPC-led) RD

Carli Thatcher (SUPC) has been replaced by Gavin Phillips. Gavin was previously the acquisitions manager for Imperial College London.

An introductory meeting was held between Roy Dennis, Karen Carden and Kevin O'Donovan. An LUPC-SUPC meeting is scheduled for February to ensure that current issues are addressed.

## OFFICE SUPPLIES & EQUIPMENT

### Office Supplies – National JK

Supplier review meetings will take place during February 2020.



## PROFESSIONAL SERVICES

### Debt Recovery Services – National RD

Supplier review meetings will take place in Spring 2020 to coincide with the anniversary of the launch event.

### Financial Services – National (NWUPC-led) RD

Ernst and Young has now been awarded to Lot 1, 2 and 3. Grant Thornton has been awarded to Lot 2 and 3. KPMG is allocated to Lot 4 (Accountancy Services). NWUPC is concluding with PWC and Deloitte to add to Lot 4.

Lot 5 (Treasury Services) is due to be let to Deloitte pending conclusion of the framework agreement.

### Global Mobility Support Services – National RD

NWUPC commenced research on the new framework agreement and plan to replace the existing framework on 30th September 2020.

### Legal Services – National RD

The contract continues to perform well and consideration is being given to extending this agreement for its final year. If you have any comments or feedback please contact Roy Dennis.

### Occupational Health Services for students and staff RD

Lot 2 supplier, Robens Centre For Occupational Health & Safety, is owned by Surrey University. The university is divesting in this business to focus on core activities. Due diligence underway to review the impact to the framework and members, and novation of the framework to Cordell Health.

Concerns over the credit rating of lot 1 and lot 2 supplier, OH Works, investigated with the supplier.

## STEMed & LABORATORIES

### Gases (IUPC) – National DW

The strategy development, tender working group and the contract plan were discussed at a meeting between Dani Sweeney and Darran Whatley on 8 November. Following the next review meeting tendering timescales will be agreed.

BOC provided a price review in December, for the full information on this please contact Darran.

Please find below the latest monthly update concerning the Helium supply position from BOC.

“The helium allocation will again remain unchanged for the month of January, and our expectation is that this position will start to improve Q2 2020.

Opportunities to purchase premium priced product remain in place, to support additional demand outside of the current allocation levels. Such opportunities are limited, and available on a first-come first-served basis. We ask that for those customers interested in this offer, enquiries should be made at the time of placing orders with BOC. We will provide a further update next month, in the meantime if you would like any additional information please do not hesitate to contact us.”

### General Laboratory Equipment, Supply/Installation – National DW

Updates provided by suppliers, were uploaded to HEC, documents and buyers guide section: <https://www.hecontracts.co.uk/agreements/300>

There have been several meetings with the national group to agree the strategy. The new proposed agreement offers significant expansion, with 3 new lots and over 25 more equipment types.

The OJEU contract notice is due to be published in January (subject to Executive committee approval) with the agreement due to start in early June and a launch event planned for 23 June.

### Laboratory Consumables and Chemicals – Inter-Regional (IRLA) DW

We have been made aware of an issue with VWR, about a contaminated batch of ethyl acetate from late last year delivered to the University of Bath. Further details were sent to the LUPC Lab Group via LUPC CRM system on Wednesday 8 January.

A proposal has been sent to the Royal Veterinary College, Public Health England, the Francis Crick Institute and Queen Mary - University of London, investigating creating contracts from this framework agreement and other products.

### Laboratory – Life Sciences – Antibodies and Sera DW

There is a new price file for Vector Labs for the 2020 pricing for the Antibodies Agreement.

This has been approved by SUPC and was uploaded to HEC.

### Laboratory – High Value Laboratory Equipment DW

The new framework agreement began on 1 August 2019, consisting of 21 different lots. This replaced the previous seven separate HVLE agreements.

Negotiation with some leading suppliers continues. This affects three lots Sequencers, Sintering Furnaces and Dilution Regenerators.

### Other Laboratory – Updates

The STEMed and Labs group met on 18 November, discussion included category strategy update, marketing strategy, tender renewal update, report on ongoing agreements, development of ACT Label, My Green Lab and news from the regions.

A meeting with APUC will take place during the spring on supply chain mapping laboratory consumables and chemicals. LUPC will explore how our recent glove audit results might contribute to this work.

We are waiting for a report from Impact (ethical trade consultancy) commissioned by Home Office, contributors include Region Stockholm, CCS, NHS supply chain and LUPC.

NEUPC issued a Life Sciences Reagents, Kits & Consumables framework agreement ITT. Award due April 2020.

## TRAVEL

### Travel Management Services – National JK

Review meetings have been arranged for February.

Details of the agreement can be found at: <https://www.hecontracts.co.uk/agreements>

## UTILITIES

For all TEC news, visit their website at: <http://www.tec.ac.uk/news>

## OTHER ACTIVITIES

### Publications

LUPC issued its latest e-Bulletin on the 16th January. The Annual Review was published at the end of January. Feedback on these publications is welcomed.

### Events

#### Upcoming Events

- Heads of Procurement Meetings – 10 March, 7 July
- One Day Category Event - Catering 19 May
- One Day Category Event - Laboratory - 23 June
- Meet the Team Breakfast and LUPC Induction for Members – 6 February, 4 June
- LUPC & SUPC Conference 2020 – 30 April
- One Day Category Event: HR – 29 September

### COUP 2021

The COUP contract with Royal Holloway University is now signed, as is an agreement with Assured Events to support LUPC with some of the organisation of the event.

(Correct at 14 January 2020)

Full details of all agreements are available at [lupc.ac.uk](http://lupc.ac.uk)



# Let's talk...

This issue, we meet **James Rockliffe**, Director of Procurement Services, Finance and Management Information, London South Bank University.

## *How long have you worked at London South Bank University?*

This is my second period at LSBU. I worked for the University from 1998 to 2003. I returned as director of procurement services in July 2019. In many ways it feels like I have never been away!

## *How did you get into procurement?*

I successfully applied for a procurement co-ordinator position following a restructure of Finance 20 years ago, having no real idea of what procurement entailed beyond producing purchase orders. Needless to say, I learned quickly.

## *What do you most enjoy about your job?*

Working with so many colleagues dedicated to enhancing the student experience. Seeing students benefit directly from the delivery of commercially astute contracts is very rewarding.

## *What's the most difficult aspect?*

Changing the perception some of our colleagues have of procurement. We are still seen by many as a transactional service or a compliance monitoring function rather than a team of professionals who deliver value through commercial activity. This is slowly changing as stakeholders begin to understand our vision and see the results of engaging markets commercially to deliver their professional objectives.

## *If you weren't in procurement, what would you be doing?*

I have always liked the sound of my own voice and picked up the nickname Radio Rockliffe when I was at school. For reasons I cannot fathom, it seems to have stuck. I present two podcasts about old British television programmes and I am in the process of creating a new show about

public procurement. So perhaps I would have ventured into broadcasting or radio presenting.

## *What's the most interesting item or service you've had to buy?*

Body bags for suicides committed on the rail network, a tad macabre perhaps, but I've never forgotten developing the specification.

## *What value can working with the procurement team bring to other areas in Estates, IT etc.*

Procurement is uniquely placed to provide colleagues with commercial information which directly informs the way we engage markets and drive value. This means we play a large part in helping our stakeholders to meet their objectives when contracting or engaging suppliers. For example, knowing that there are nine catering suppliers on a sector-specific framework means that many of the risks associated with running a full EU procurement can be mitigated just by running a further competition exercise.

## *What do you think have been the main benefits of joining LUPC?*

Access to a set of EU compliant framework agreements for goods and most professional services tailored specifically

to the Higher Education sector. I have also found networking and collaborating with counterparts at other member institutions to be extremely valuable.

## *What are the key challenges ahead for your institution?*

The ever-changing HE marketplace means that forecasting student numbers (and therefore income) remains a challenge. This makes investing in the future riskier, but essential to get right. For example, will students even attend university lectures on campus in ten years' time? Is now the time to invest in and embrace online education as is commonplace in the States? If so, are we ready and able to engage new markets and contract with international technology developers so that our educational offer remains competitive and attractive to prospective students? The HE marketplace is evolving and we must adapt commercially to meet the challenge. Exciting times!

## *What was the last film you saw/book you read?*

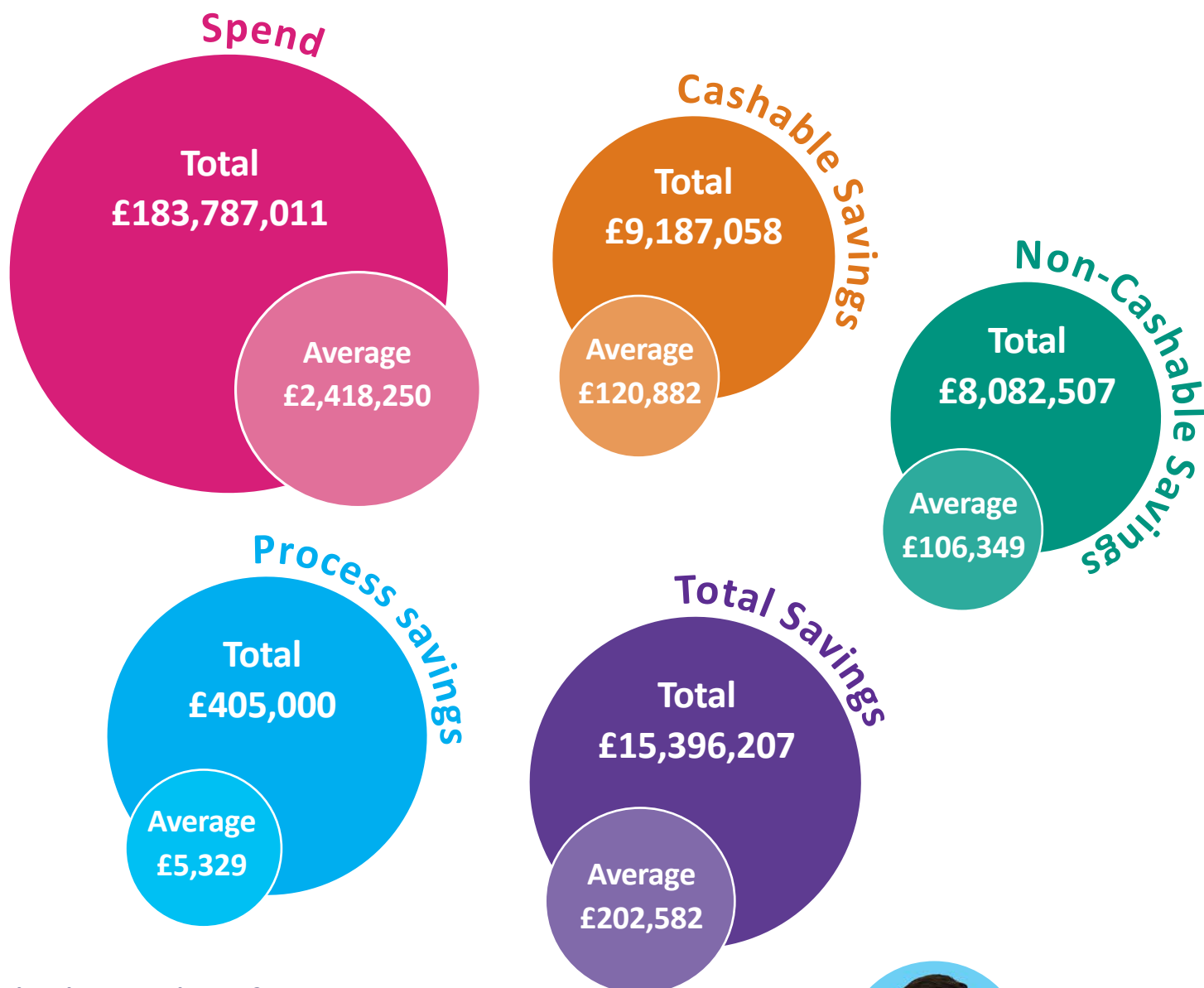
*Murder on the Orient Express* by Agatha Christie. I've not finished it yet, so don't tell me whodunit!

## *Thank you!*



# Member benefits reports

Those members who provided us with their spend data should now be in receipt of their individual member benefit reports. These demonstrate the value and efficiencies achieved by using framework agreements.



## What does spend mean?

Total LUPC agreement spend includes all consortia agreements, including those offered by the other regional purchasing consortia (APUC, HEPCW, LUPC, NEUPC and NWUPC). This figure is calculated using spend data reported by framework suppliers.

## How are savings calculated?

Cashable and non-cashable savings are generated using typical savings values as calculated for each framework by the framework manager. Process savings are calculated using the HEPA Benefits Methodology, which uses a figure of £3k or £6k per new EU tender, depending on spend levels.



*If you have any questions on this, please contact Michael, our data analyst and systems manager.*

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## Raising the bar

Our experienced HE, FE and charities sector lawyers

Eversheds Sutherland has been a framework supplier to the London Universities Purchasing Consortium since 2014.

We have an international practice with 69 offices across 34 countries, including 12 offices in the UK and Ireland.

### **Our experience in legal issues affecting consortia members includes:**

- employment cases
- litigation & dispute management
- charity law
- real estate matters
- constitutional advice
- regulatory issues
- health and safety
- intellectual property
- student law
- commercial and finance issues
- international

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