

***BREXIT: Effect on currency fluctuations and the impact on procurement explained***



**RESPONSIBLE PROCUREMENT:**

Overcoming barriers to sustainable procurement



**INNOVATION:**

Enhancing the Clearing process during Lockdown



**TECHNOLOGY:**

Keeping university students learning during COVID-19



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## Welcome to the Autumn edition of *Linked*



**Don Bowman**  
LUPC Director

I hope you are keeping well and healthy in these very uncertain times. We at LUPC miss the face to face interaction with all of you but are doing our best to remain as connected as possible.

I am pleased to welcome Reema Shah who recently joined as our new Communications Manager. Reema's expertise is in content creation, stakeholder engagement and Corporate Social Responsibility. She will be ensuring our members and stakeholders are kept informed of all of LUPC's activities.

Two of our staff, Marisol Bernal, Category Manager: Responsible Procurement and Antonio Ramirez, Senior Category Manager have now passed their latest CIPS exams; level 4 and 6, respectively. This is fantastic news. LUPC takes pride in its expert procurement team supporting them in their training needs and enabling them to provide the best possible service to our members.

As I am sure you are aware, we are really proud of the work we do on responsible procurement and in recognition of this, last month we achieved the CIPS Corporate Ethics Mark. Malcolm Harrison, CIPS Group CEO, endorsed our commitment to responsible procurement practices. We will be producing some practical resources over the coming months for our members to use to meet their own Corporate Responsibility needs as well as organising various events with an upcoming webinar on 4 November on Responsible Procurement, organised in partnership with SUPC.

We issued our annual membership survey report earlier this month. It is encouraging to see that we have improved upon feedback received in last year's survey, with 100% of respondents stating they would recommend us to other organisations. You can read more about the results in the Focus On section at the back of *Linked*.

LUPC recently launched its new logo and strapline as part of a brand re-fresh. Our new strapline encapsulates LUPC's purpose and ethos as well as our core values including responsibility, collaboration and community. We have also added dedicated pages on COVID-19 and Brexit, both of which have plenty of resources and guidance : do look out for the regular updates.

Being owned by our members, a certain level of governance of how we run the company is required by LUPC's Board and we are looking to fill two vacancies for non-remunerated Board posts from our membership. We require candidates at Director level and would like to hear from individuals in a Director role in HR for one of the vacancies; this is an area of expertise not fulfilled by the current Board membership. Please contact me if you are interested in either of the positions.

Finally, in lieu of all the face to face interactions we would normally have with you, we are holding regular online events which I hope you find useful. These are difficult times for many within the LUPC community and we would like to support you as much as possible. Please do get in touch if there is anything we can assist you with.

**Don Bowman**  
October 2020



## LUPC & SUPC Responsible Procurement Event

**4 November 2020**  
**12.45 - 13.00**

[Register here](#)

Three 45 minute webinars:

- **Ellen McArthur Foundation:** The transition from a linear to a circular economy
- **University of Bristol:** Plans for tackling climate change
- **LUPC&SUPC:** Updates on Responsible Procurement activity including review of the *UN Sustainable Development Goals* question set.



## Welcome to 2 new members

We are pleased to welcome two new members.

**The Alan Turing Institute**; the national institute for data science and artificial intelligence. Founded in 2015 by Cambridge, Edinburgh, Oxford, UCL and Warwick universities and the UK Engineering and Physical Sciences Research Council, with eight other universities joining in 2018; Leeds, Manchester, Newcastle, Queen Mary University of London, Birmingham, Exeter, Bristol, and Southampton.

**The Vaccines Manufacturing and Innovation Centre (VMIC)**, the first of its kind in the UK. VMIC is a new, not for profit research company within the national scientific infrastructure providing strategic vaccine development and manufacturing capability. The company is supported by its three founding members: University of Oxford, Imperial College and the London School of Hygiene and Tropical Medicine, each with extensive experience in development and clinical evaluation of novel vaccines.

## CIPS Corporate Ethics Mark

LUPC is delighted to announce that we have been awarded the Chartered Institute of Procurement & Supply (CIPS) Corporate Ethics Mark, demonstrating our continued commitment to responsible procurement. To gain the accreditation, we have taken proactive steps in the last 12 months to safeguard against unethical conduct in procurement, reinforcing our focus on sourcing responsibly.



More information can be found on [the LUPC website](#).



## LUPC's new look

LUPC launched its new logo and strapline earlier this month as part of a brand refresh. With a logo created many years ago, it became clear that a new one, as well as

an updated strapline, were needed to reflect LUPC's values and what we are trying to achieve. The logo now looks lighter and more modern with the navy blue writing on a white background.

LUPC's new strapline is:

*LUPC is a not-for-profit organisation whose purpose is to achieve value for money for our members in their procurement of goods and services, in a way that benefits our members, society and the economy, whilst minimising damage to the environment.*

*In collaboration with other higher education purchasing consortia and with responsible procurement at the centre of everything we do, our expert procurement team manages a large portfolio of framework agreements securing best value for each of our members.*

## Dedicated Brexit section on the LUPC website

We have added a dedicated **Brexit section** on the LUPC website, which you can access from the home page and find here. On the Brexit pages, you will find regular updates, links to information, training and guidance available to support your work through the transition period. We would like to highlight two key documents:

### 1: The Brexit risks to supply as perceived by framework providers

UK Universities Purchasing Consortia (UKUPC) is working collaboratively as before, to approach framework suppliers and understand the perceived risks associated with Brexit. We will once again summarise these in a useful spreadsheet for you. A spreadsheet detailing all responses we had received as of March 19 is available by contacting **Emma Keenan**. This will be updated with the detail suppliers provide now on a range of questions and the new document shared again with you by the end of October.

### 2: Suggested questions you can ask your suppliers

As mention above, the UK Universities Purchasing Consortia (UKUPC) are approaching framework suppliers to understand the risks they perceive are associated with Brexit. We thought it would also be useful to **share the questions** we are asking as you may wish to ask them of your local contracted suppliers.

## LUPC website updates

LUPC is committed to ensuring its communications with members are clear and simple and as such we have made some changes to our website. We have made it easier to navigate with fewer items across the menu bar. We have removed 'Home' from the main menu bar, to get back to the 'Home' page click on the LUPC logo at the top left of the website at any time.

We will continue to make improvements to the website to make it easier and quicker for you to access what you need, so watch this space! If you have any thoughts or suggestions on our website, please contact **Suzanne Picken**.

## UKUPC new website

The UK Universities Purchasing Consortia (UKUPC), has recently launched their **website**. LUPC is one of the eight UK consortia who created a formal entity to support collaborative procurement within Higher and Further Education. All eight consortia work together to share knowledge and best practice, to support each other and our wider procurement community.

The website brings together details of all activity taking place nationally under the UKUPC banner. It hosts the **UKUPC Strategy for 2020-2025**, responsible procurement updates, and up-to-date contact details.

## LUPC Category Group Meetings: Estates and Professional Services

LUPC has set up quarterly category group meetings for **Estates & Facilities Management** – 8 December 2020 10.00-11.30 and **Professional Services** – 14 December 10.00-11.30.

The group meetings will be an excellent opportunity to join others from the LUPC membership responsible for the procurement of these categories. Ideal for continuing the professional development of procurement staff and facilitating networking amongst peers.

Topics for discussion might include the supplier market, best practice procurement, contract performance/management and responsible procurement. These meetings, however, will be your meetings so let us know when you book what you would like us to facilitate and we will form a useful and interesting agenda.

The Estates Category Group meeting will be an opportunity to discuss Estates and Facilities Management products and services relating (but not restricted) to; estates maintenance, cleaning, security, catering, construction and waste. If you have any questions, please contact [Julie Gooch](#).

The Professional Services Category Group meetings will cover matters relating (but not limited) to; legal services, debt recovery, occupational health, training providers, global mobility and financial services. If you have any questions, please contact [Roy Dennis](#).

See our [events page](#) to register for either meeting.

## CIPS Study Courses 2020-21

LUPC has appointed Central Business School for the second year running to deliver either classroom-based, or online via Zoom, CIPS courses in Procurement and Supply for members' staff. The courses are for professional (level 4,5 and 6) and apprenticeship students beginning in November 2020, and are available at discounted cost.

Central Business School achieved pass rates of 96% in the latest Diploma exams and also provide a guaranteed pass; if clients are unfortunate enough to be unsuccessful in an exam they will continue to tutor them without charge.

Full details of the courses are available [here](#). For more information, you can also visit [Central Business School's website](#).

To be sent a registration form or to discuss further, please contact David Morton at [davidm@centraleduc.com](mailto:davidm@centraleduc.com) or give him a call on 07775 906024.

## COUP 2021 update

The decision has been taken to postpone the Conference on University Procurement (COUP2021), originally scheduled for 7-9 September 2021, due to the ongoing uncertainty around COVID-19 and the impact this is having on face-to-face events.

Arrangements are currently being made for the event to take place the following year, 6-8 September 2022. Further details will be available in due course.

Following on from feedback given by framework suppliers in our recent Events survey and the expressed need to provide opportunities for suppliers and members to connect, LUPC and SUPC are currently planning a virtual conference and exhibition for members and suppliers for Spring/Summer 2021. We will provide further information shortly.

## COVID-19 procurement updates

The dedicated [COVID-19 page](#) on our website is regularly updated with procurement related activity and resources in response to the COVID-19 pandemic. Key documents of note are the current stock availability and lead times for products from the CPC PPE framework agreement suppliers, and the guidance document compiled by UKUPC covering on-site COVID testing. These documents will be regularly updated so please keep an eye on this page.

### NEW AGREEMENTS

- **Audio Visual Supplies, System Design, Installation and Maintenance**
- **Floor Coverings**
- **Jisc Web Filtering & Monitoring Framework**

### UPCOMING TENDERS

- **Online Streaming and Training Services** (expected go live October 2020)
- **PPE, Workwear and Sportswear** (expected go live December 2020)
- **Software Licence Resellers Agreement (SLRA) – National** (expected go live December 2020)
- **Virtual Learning Environment (VLE) and Associated Services** (expected go live late 2020)
- **National Education Printer agreement (NEPA)** (expected go live January 2021)
- **Removals and Relocation-National** (expected go live February 2021)
- **White Goods - National** (expected go live March 2021)
- **Global Mobility Support Services** (expected go live March 2021)
- **IT equipment disposal** (expected go live April 2021)
- **Apple** (expected go live Spring 2021)
- **Legal Services – National** (expected go live May 2021)
- **Servers, Storage & Solutions National Agreement (SSSNA)**
- **General Laboratory Equipment, Supply, Delivery, Installation and Post Installation Services** (expected go live June 2021)
- **Gases (IUPC) - National** (new agreement due go live in Summer 2021)
- **Estates Maintenance and Minor Works** (expected go live Autumn 2021)
- **Cleaning Services - Regional** (expected go live Autumn 2021)
- **Security Services (Guarding and Reception) – Regional** (expected go live Autumn 2021)

### DATES FOR YOUR DIARY

- LUPC & SUPC Responsible Procurement event** 4 Nov 2020
- Quarterly Operational Procurement Networking meeting** 26 Nov 2020
- Heads of Procurement Monthly meeting** 27 Nov 2020, 18 Dec 2020, 29 Jan 2021
- Estates Category Group meeting** 8 Dec 2020
- Professional Services Category Group meeting:** 14 Dec 2021

# Responsible Procurement: News



**Marisol Bernal, LUPC's category manager: responsible procurement, reports on our responsible procurement activity over the last quarter.**

LUPC has had a really busy few months working on ensuring responsible procurement is at the centre of everything we do. It is important now more than ever

that we work in partnership with our members, suppliers and other consortia to ensure sustainable and responsibly considered procurement is embedded across all aspects of the procurement process.

Here is a snapshot of some of the things we have done this quarter:

## Responsible Procurement policy approved by LUPC Board

Last month, the LUPC Board approved our Responsible Procurement policy which you can access [here](#).

One of our objectives in our 2018-21 strategy is to "enhance LUPC's position as a leader in Responsible Procurement". Our aim is to continue to drive awareness and improvement in this area for our members and the wider community benefit, as well as being involved in national and international groups with similar aims. Our new Responsible Procurement policy will help us achieve this.

## ISO 20400 for Sustainable Procurement webinar

In August, LUPC hosted an engaging 45-minute webinar for UKUPC members interested in learning more about ISO 20400, the international standard for sustainable procurement. We heard from James Cadman from Action Sustainability about ISO 20400 and how organisations of any size and type can use it to deliver sustainable outcomes through their supply chains.

Neil Powell, Environmental Manager at LUPC member, NHS Blood & Transplant, shared NHSBT's recent experience of the ISO20400 assessment process.

You can access [a recording of the webinar here](#) as well as the [presentation slides](#).



## Sustainable Development Goals (SDGs) tender and call-off questions

As part of our commitment to embedding responsible procurement in all of our activity, LUPC, in collaboration with SUPC, NEUPC and NWUPC and with sector wide commitment, has developed a set of questions to further investigate potential suppliers' commitments and plans to manage their organisations and supply chains in accordance with the [UN Sustainable Development Goals](#). The questions can be used at framework or call off level and you can access them [here](#).

This set of questions will allow suppliers to report on what they have achieved so far, what they are committing to do in the future and will enable them to make positive changes to their organisations and demand better from their supply chains.



## Responsible Procurement Advisory Group meeting

The Responsible Procurement Advisory Group (RPAG) spearheads LUPC's responsible procurement policies and strategies. RPAG is comprised of students, procurement, and sustainability professionals from LUPC's membership.

We held the latest RPAG meeting on 17th September, and it was attended by several members. We had an interesting [presentation from Lyreco](#), one of the suppliers on the Office Supplies framework agreement, on their sustainability activity which includes everything from protecting bees to using electric vans. We also had a good discussion about members' own challenges and we shared good practice with regards to publishing modern slavery statements and linking sustainability activity to the [UN Sustainable Development Goals \(SDGs\)](#).

See info on P7 about the development of this group.

## Government response to the transparency in supply chains consultation

Between July and September 2019, the Government issued a public consultation on proposed changes to the Modern Slavery Act 2015. The [results of that consultation](#) were published on 22 September 2020.

Following strong support from business, public sector and civil society respondents, the consultation response commits to an ambitious package of measures to strengthen and future-proof the Modern Slavery Act's transparency legislation. The Government will:

1. Extend section 54 to public bodies with a budget of £36m or more.
2. Introduce mandatory reporting topics, to incentivise progress in key areas. This approach is designed to maintain flexibility while also incentivising better quality and more detailed reporting.
3. Require statements to be published on the new Government reporting service by a single reporting deadline each year, to drive compliance and empower investors, consumers, and civil society to scrutinise action taken.



## LUPC follows up on reports of human rights abuses in the PPE supply chain

Following on from a Channel 4 investigation that revealed significant human rights abuses in the supply chain for the production of personal protective equipment (PPE), LUPC approached PPE framework suppliers to confirm the processes they use to mitigate abuse.

This [report](#) provides details on the action taken by LUPC and framework suppliers' responses, demonstrating their joint commitment to responsible procurement in PPE supply chains.



## Future events:

### LUPC & SUPC Responsible Procurement Event: - 4 November 2020

LUPC and SUPC are hosting a Responsible Procurement morning including three 45-minute webinars covering the latest in responsible procurement within the sector.

The programme includes three 45-minute sessions on:

- **How to enable the transition from a linear to a circular economy**, delivered by the Ellen McArthur Foundation and featuring examples from within higher education
- A case study featuring the **University of Bristol's goals and plans in place for tackling the climate emergency**
- An update from **LUPC and SUPC responsible procurement leads on recent activity, including how the new LUPC and SUPC Responsible Procurement Assessment Tool (RPAT) and the UN Sustainable Development Goals Question Set** can assist you with your responsible procurement activity.

[See the full agenda here.](#) You can register [here](#).

### LUPC & SUPC joint responsible procurement group

The LUPC & SUPC responsible procurement event, taking place on 4th November, will not only be an opportunity for you to learn from some excellent speakers, but it will also signal the start of wider collaborative work.

Historically, SUPC and LUPC have both held their own regional responsible procurement group networking meetings. From early in 2021, we will begin to combine our meetings, widening participation of the groups to bring greater visibility to projects being undertaken throughout our combined membership and strengthening relationships between members.

Each meeting will begin with a presentation from an attendee, providing an opportunity to learn from those who are making changes. This will be followed by discussion from members on appropriate and interesting topics. Our focus will always be sharing best practice and helping anyone interested by supporting the development of practical advice and guidance on important and relevant subjects.

We will publish more information on how to get involved on our website, until then, if you have any questions, please contact [Marisol Bernal](#).

### Electronics Watch ReWORKING Health and Safety – 30 November -3 December 2020

ReWORKING Health and Safety is a four-day online event that will make the case that workers' occupational health and safety is fundamental to resilient supply chains. Presenters will focus on workers' own perspectives and explore the role of public buyers in ensuring resiliency by protecting workers' health, safety, and other rights.

**Online registration and a detailed programme is available [here](#).**

If you would like any information on any of LUPC's responsible procurement work or events, please contact [Marisol Bernal](#).

# The journey to procuring for a more sustainable and ethical institution

**Dr. Nicola Hogan** is Sustainability Manager (Operations) at King's College London and provides some useful guidance on how organisations can overcome barriers to sustainable and ethical procurement.

University Estates and Facilities departments are responsible for managing the needs of thousands of people. These needs include the provision of adequate space and tools to support teaching and research in its various forms. It covers the procurement of thousands of items including food and drink, furniture, technology, building materials, specialist equipment and office supplies – offering the institution ample opportunity to procure more sustainable and ethical products. It is crucial therefore that institutions use this opportunity to procure the most sustainable and ethical products available, thereby serving as their champion.

While this approach might seem straightforward, too often, procuring for such products are met with barriers. Research conducted in 2017 (Hogan, 2017) showed that when implementing sustainability and ethical practices into a university or college, several barriers were experienced.

## What are the barriers to procuring sustainably and ethically?

Two of the main barriers included poor stakeholder engagement and managers who lack adequate resources. Others included cuts in funding, the opinions of budget holders and decision makers, no government organisations as drivers and institutional culture.

Not surprisingly the same research also found that the barriers directly affect one another. For example, cuts in funding will automatically affect a manager's resources for sustainable and ethical projects. However, when a government initiative is created to drive ethical practices and support sustainability and where funding is also provided, the barriers are often mitigated. This in turn raises stakeholder engagement so budget-holders and decision makers are more inclined to procure sustainable and ethical products. When overcoming each of the barriers, procurement and sustainability managers are advised to approach the challenges holistically, patiently but persistently.

## The list below is a short road map for anyone planning on starting the journey of procuring for a more sustainable and ethical institution:

1. Drip-feed the concept of supporting sustainability and ethical business into discussions with decision makers at committees' meetings and working groups. Linking sustainable and ethical products with the Terms of Reference of the group - identifying where a synergistic effect would benefit both groups - is key. For example, inviting a representative of a Fairtrade company to speak to business management students about how to run a sustainable and ethical enterprise.

2. Partnering with local authorities, government bodies, catering companies, waste management companies, employment agencies, and charities etc, is an effective way of embedding sustainable and ethical practices in an institution and adding value to both parties. Most will already have an existing mission statement to the effect, so partnering will be beneficial for both. In fact, where Fairtrade accreditation is the goal – partnerships are a requirement.
3. Check the full list of Fairtrade products on the market and see which product your institution could procure from them. There are 4,500 Fairtrade products on the market and this list expands regularly. Consider how to marry this with existing campus operations and events, for example consider procurement of graduation gowns that are made from Fairtrade cotton.
4. Make clear how sustainable and ethical procurement will help your institution reach carbon targets and support the UN's 17 Sustainable Development Goals (SDGs) – particularly SDG 10, 11 and 12.
5. Be as inventive as your imagination will allow when forming partnerships in the procuring and promotion of sustainable and ethical products. The whackier, the better!
6. Finally, remind stakeholders that locally sourced and ethical products can result in cost savings and add value to the civic responsibility of the institution.

Procuring sustainable and ethical products sets an example for other institutions and supports education for sustainable development as stakeholders are introduced to products of which they otherwise might not be aware. It's safe to conclude then that it is in fact more of a university's civic duty.



If you would like any information on the work Kings Collect London does on responsible procurement, email [nicola.hogan@kcl.ac.uk](mailto:nicola.hogan@kcl.ac.uk)

## References

Hogan, N., 2017. *Sustainable Information and Communication Technology (ICT) initiatives in UK and Irish Universities and Colleges: Identifying and Overcoming the Barriers to Implementation*. Professional Doctoral Thesis, Anglia Ruskin University.



**CIPS PROFESSIONAL ETHICS**

0686 / VALID TO 08.09.2021

# CIPS Corporate Ethics Mark awarded to LUPC

Last month, LUPC was awarded the Chartered Institute of Procurement & Supply (CIPS) Corporate Ethics Mark.

The accreditation demonstrates our on-going commitment to responsible procurement practices. To gain the accreditation, LUPC has taken proactive steps in the last 12 months to safeguard against unethical conduct in procurement and supply management, reinforcing our ethos of sourcing responsibly.

The Ethical Procurement and Supply accreditation focuses on issues including

corruption, fraud, bribery, exploitation, and human rights abuses in supply chains. LUPC has spent time and resource training and developing our Category Managers to a high ethical standard, as well as adopting the principles outlined in the **CIPS Code of Conduct** within our organisation.

The accreditation shows that LUPC has adopted and embedded ethical values in the way in which we source and manage suppliers. LUPC has signed the **Statement of Commitment to Corporate and Ethical Procurement and Supply**.

Malcolm Harrison, Group CEO CIPS said:

*“Responsible procurement remains such an important goal for our society, even during a pandemic,*

*as consumers and citizens become ever more conscious that the organisation with which they study, or from whom they purchase, should constantly follow strong ethical principles.*

*“LUPC obviously recognise this and have made the time and effort to ensure these ethical principles are firmly in place. I congratulate them on achieving the CIPS Corporate Ethics mark.”*

To find out more about the CIPS Corporate Ethics Mark, [click here](#)

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# Brexit's impact on currency fluctuations and the risks for procurement



**Jessica Davies**, Summer Intern at LUPC and 3rd year Economics student at University of East Anglia, outlines why currencies fluctuate, the effect of Brexit on the Great British Pound and the resulting impact on procurement activity.



An exchange rate is the rate at which one currency trades for another on the foreign exchange market. Most major currencies operate under a free-floating exchange rate regime, which means that the relative value of the currency is determined by supply and demand for the currency. The Great British Pound (GBP), the Euro, and the US Dollar are all examples of this.

The rate of exchange is significant to procurement as a change in exchange rate can alter the cost of a product; potentially resulting in it no longer being the most desirable option, or possibly even making operations un-profitable. The UK's decision to leave the European Union in June 2016 has had an adverse effect on the value of the pound, and these effects are likely to continue or worsen as the government navigates the ongoing Brexit negotiations.

Currencies can fluctuate for a variety of reasons, such as changes in inflation and interest rates, changes in domestic income and because of speculation by investors. Speculation is a huge driver in

the short-term changes in exchange rates. Speculation is when investors who trade in currencies suspect that the value of a currency is about to change e.g. if they believe the pound is about to decrease, they will quickly sell their pounds and buy another currency. When many investors do this at the same time, the supply of the pound will increase, causing an excess supply of pounds and resulting in a depreciation of the pound. The opposite is true for when an investor suspects the value of a currency will rise.

Currency fluctuation is also related to investor and consumer confidence. A lack of confidence is hugely damaging for an economy because it means that consumers are reluctant to go out and spend money, and investors are reluctant to put their money into the domestic markets or currencies. Confidence can be, and has been, affected by many external events such as Brexit, COVID-19, and events such as terrorist attacks like 9/11. The US dollar fell sharply against the pound and other major currencies following 9/11.

Not only do currency fluctuations directly impact a business through its purchases, but fluctuations also have wide-reaching effects on other markets. For example, they can affect the price of oil, especially in countries which do not have their own reserves. This causes an indirect impact on a business because the change in oil prices will influence production or transportation costs.

Large fluctuations in exchange rates can have adverse effects on business. An

## Price of £1 in USD



Source: Bloomberg.com, price of £1 in \$USD

organisation may try and hedge some of its foreign exchange risk by entering a currency-forward contract with a bank or other financial institution to secure the purchase of foreign currency at a fixed rate in the future. The organisation will incur a fee for this service, but in times of great uncertainty many will believe this is worthwhile as it means the organisation can stop worrying about the risk and focus on other aspects of the business. Typically, the hedging period will last between three months and a year, so this is a relatively short term “insurance policy”. Some companies also use “natural hedging” which involves attempting to match the currencies that a business uses to purchase products to the currencies they receive revenues in. The idea behind this is that any increase in costs caused by changes in exchange rates will be offset by an increase in revenues ([www.procurementleaders.com](http://www.procurementleaders.com)).

Listed below are some sources which are useful for mitigating exchange rate risk and for using forward contracts to ensure that your business does not lose out. As with all major procurement decisions it is important to liaise with a wide range of stakeholders. We strongly recommend that you involve the appropriate person in your finance team to establish how your organisation manages its foreign currency risks.

### Managing Foreign Currency Risk

**Forward Contracts** (How they work, with a clear example)

### How Do Types of Forward Contracts Differ? Managing Currency Fluctuations in a New Age of Volatility

Let us now consider the impact that Brexit is having on the pound. In a last-minute poll, the result of the June 2016 EU referendum was predicted to be “remain”, and the value of the pound rose (ig.com). However, this was brief, as the United Kingdom voted to leave the EU, and the pound fell by 10% against the US Dollar and by almost as much against the Euro. This was a 31-year low, and the largest one-day drop in history, as investors raced to put their money into safer assets such as gold (theguardian.com). Some recovery did occur, but in the last four years depreciation has been further exacerbated by the following events; David Cameron’s subsequent resignation, Theresa May’s snap election resulting in a hung parliament, increases in the interest rate due to high inflation in 2017, and worry over the prospect of a no-deal Brexit.

From the graph above, we can see that there have been some periods of recovery for the pound sterling, but it is still far below pre-Brexit levels. As the end of the transition period approaches (31 Dec 2020), the UK is facing more and more new problems. The deadline for agreeing new terms of trade is 15 October 2020, and the UK government has recently come under fire for proposing an amendment to part of the agreement relating to Northern Ireland, something which would break international law. The EU representatives claim that this “damages the trust held

### How to calculate the cost differential if currencies fluctuate

If you are buying a product at \$15,000 how would you calculate the cost if the GBP against the USD changed over time? Calculating the cost differential is straight forward. If a UK organisation agrees to purchase a product from the US at \$15,000 and £1=\$1.4, then you can find the purchase cost in pounds by dividing the price in dollars by the exchange rate.

$$\frac{\$15,000}{1.4} = \text{£}10,714.29$$

£10,714.29 is the price in GBP at this exchange rate. Now suppose that an external force such as uncertainty surrounding Brexit negotiations causes investors to sell some of their pounds, causing an increase in the supply of pounds and the pound to depreciate to a new rate £1=\$1.35. Now calculate the new cost:

$$\frac{\$15,000}{1.35} = \text{£}11,111.11$$

At the new price, the purchase of this product will cost the UK organisation £396.82 more – a big increase. This can have detrimental effects on the organisation’s bottom line as the increased price starts cutting into profits.

Using a forward contract can mitigate this risk, as the organisation will have already agreed to buy the foreign currency at the initial exchange rate, thereby eliminating the loss that the organisation would suffer if the rate then dropped to £1=\$1.35.

between the EU and the UK” and has threatened the UK with legal action. This has all led to increased fears of a No-deal Brexit, with the pound falling significantly during this time as a result of the conflict.

So, what does this mean for procurement? Depreciation of the pound sterling raises the cost of imported goods, and the Bank of England estimates that a 5% depreciation in the pound causes a 0.9% increase in consumer prices (ft.com). Therefore, the price of purchasing goods from abroad will be more expensive. Of course, this can work the other way in that depreciation of domestic currency can increase exports, which could be favourable to businesses who export goods, but ultimately the evidence shows that this effect is not as great as the effect on import prices.

If a favourable trade deal between the UK and EU were to be reached, then this would help the recovery of the pound. It would give confidence to investors, businesses, and consumers. Additionally, a good sign (in terms of the exchange rate) would be if the UK government stopped providing monetary stimuli because this would signal that the economy is improving.

Unfortunately, the trading terms around Brexit are still to be finalised, and if major

problems arise within the negotiations, we could yet be faced with the dreaded no-deal. Despite this, there are still practices that can be put in place to mitigate the chances of being affected by the unpredictable exchange rate risk.

The UK faces huge uncertainty; with the double whammy of both Brexit and the economic fall-out as a result of the ongoing COVID-19 pandemic, shown clearly in the above graph by a large drop in the value of the pound against the US Dollar in mid-March. The pandemic will also make it harder for the government to resist using monetary policy to stimulate the economy, with the UK spending the first half of the year in recession. It is now more vital than ever that UK businesses are aware of the exchange rate risk when trading with overseas suppliers or customers and should take steps to decrease the chance of suffering as a result of these risks.

The supply chain impacts of Brexit are far broader than price alone and the whole picture is still very unclear. We will continue to provide our members with relevant guidance to assist with their procurement activity as we navigate the procurement world outside of the European Union. For more information see the dedicated [Brexit Page](#) on our website.

## COMMON TERMINOLOGY

- **Exchange rate risk** – the risk that a change in the relative value of certain currencies will reduce the value of an investment or purchase made in a foreign currency.
- **Appreciation** – a rise in the relative value of one currency against another.
- **Depreciation** – a fall in the relative value of one currency against another.
- **Currency union** – a group of countries or regions using a common currency, for example the 19 countries in the Eurozone.
- **Purchasing Power Parity (PPP) Exchange Rate** – the rate at which the currency of one country can be converted into that of another to purchase the same amount of goods in each country. This is used to assess relative living standards.



### Sources

- <https://www.tutor2u.net/economics/reference/exchange-rates-five-key-definitions>
- <https://www.theguardian.com/business/2016/jun/23/british-pound-given-boost-by-projected-remain-win-in-eu-referendum>
- <https://www.ig.com/uk/financial-events/brexit/value-of-the-pound-since-brexit>
- <https://www.bloomberg.com/quote/GBPUSD:CUR>
- <https://www.ft.com/content/0ee55f40-b2c9-11e9-8cb2-799a3a8cf37b>
- <https://www.cambridgefx.com/blog/better-to-trade-in-domestic-or-foreign-currency-how-to-weigh-the-risks/>
- <https://www.expatca.com/finance/banking/brexit-currency-impacts-811031/>



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Miltenyi Biotec is a supplier on the Antibodies & Sera (LAB43034 SU) and Life Science Equipment (Lot 3) national framework agreements, for the supply of antibodies and entry-level flow cytometers respectively.

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# The true value of LUPC membership

One of the more obvious benefits to being a member of LUPC is access to so many framework agreements, however the reality is so much more than that. **Suzanne Picken**, LUPC’s Head of Membership and Marketing, highlights the benefits to be aware of so you can make the most of your subscription.

As above, first and foremost, all members have access to our framework agreements, over 100 in fact, which deliver you savings in cost and time and are thoroughly compliant with the Public Contracts Regulations 2015. Our members can choose to be fully involved in every tendering process and consulted on each framework agreement strategy to ensure all individual requirements are met.

LUPC also provides numerous additional benefits offering added value and further cost savings; these, in most cases usually offset the cost of membership. Below we highlight some you may not be aware of:

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## COST SAVING BENEFITS

### Creditsafe

A free subscription for our full members to an online, fast and consolidated means of accessing supplier financial data and credit references, worth approximately £1,500 per annum. For further information please contact **Roy Dennis**.

### Electronics Watch Affiliation

All full members of LUPC are automatically affiliated to **Electronics Watch**, the independent monitoring organisation for the protection of labour rights and safety of workers in global electronics supply chains. Your affiliated membership, paid for by LUPC, provides you with access to guidance, resources and contract clauses that support responsible procurement. For further information, please contact **Marisol Bernal**.

### Achilles THEMis

A free subscription to Achilles’ THEMis, a web-based platform offering access to advice and documentation from experts in regulated procurement. This benefit saves each member £550 per year. Contact **Jennifer Smith** at Achilles for login information.

### Membership of The Energy Consortium (TEC)

Members have access to collaborative energy buying arrangements for the public sector through TEC. The standard cost of TEC membership is between £250 and £750 per year however LUPC pay this subscription for its full members. For more information, please contact **Suzanne Picken**.

### Membership of HEPA at a discounted rate

HEPA is the Higher Education Procurement Association and provides an excellent range of resources, news, e-learning, and peer to peer discussion opportunities for those in procurement roles. If you are not currently a member, please contact **Emma Keenan** for more information .

### CIPS Study Courses

LUPC has negotiated preferential rates with Central Business School to deliver classroom-based or online CIPS courses in Procurement and Supply for members’ staff. Courses cover professional (level 4, 5 and 6) and apprenticeships. The agreed costs are: Level 4 - £1,275 + VAT, Level 5 - £1,375 +VAT, Level 6 - £1,375 +VAT. LUPC will fund the cost of course textbooks for those studying through this arrangement. For further information please contact **Don Bowman**.

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## NON-MONETARY BENEFITS

### Account Management

LUPC operates an Account Management process to foster greater engagement with its members.

Each member is allocated a dedicated LUPC staff contact and also an executive committee contact. Regular communications are made throughout the year to ensure we fully understand needs relating to your procurement activity. Issues raised through the executive

committee are discussed anonymously at quarterly committee meetings. Your contacts can be found [here](#).

### Spend Analysis

Members have free access to a spend analysis tool to manage and categorise your own spend data. Please contact our Systems Manager and Data Analyst, **Michael Flagg** for more information.

### Member Benefits and Opportunity Reports

An annual member benefits report is provided for each of our full members allowing you to examine your spend over the past year and identify efficiencies achieved through utilising our framework agreements. Members who provide LUPC with their full spend data also receive an opportunities report identifying further opportunities for procurement savings.

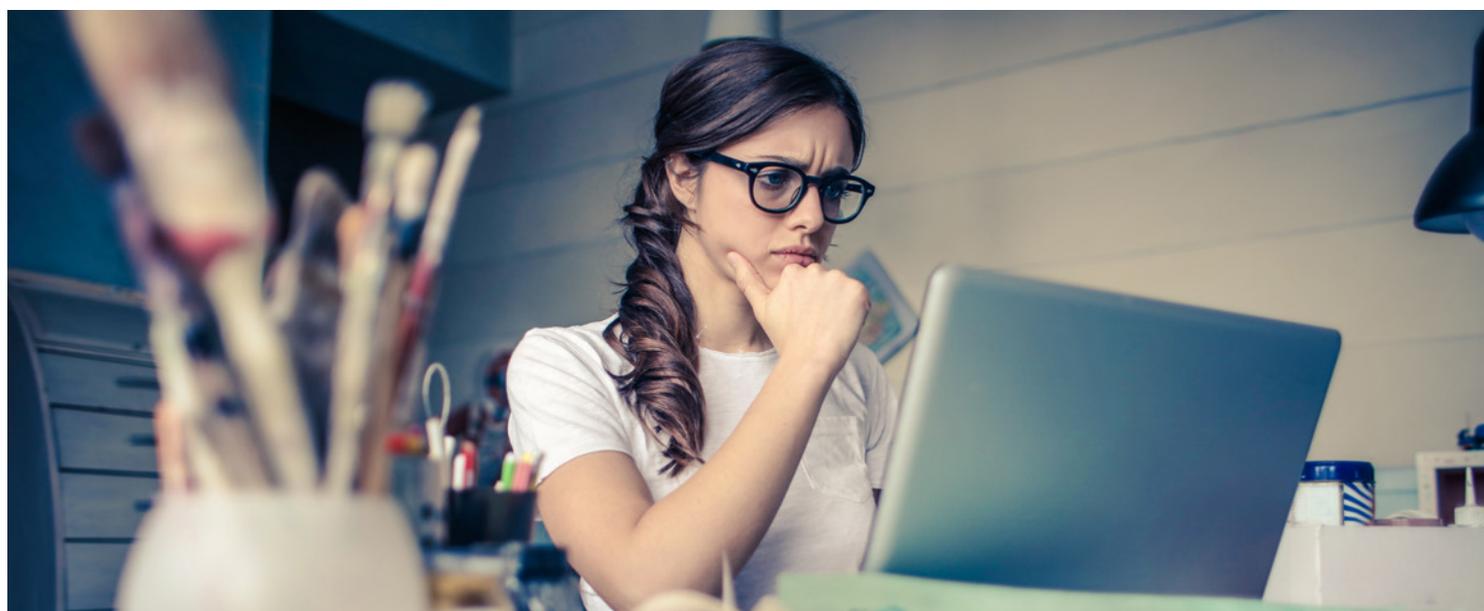
### Events and Learning & Development Opportunities

Throughout the year we deliver a range of events free of charge or at very low-cost for members. These include an annual conference and exhibition, category-focussed days, responsible procurement shared learning, and professional development courses covering procurement and soft-skills topics. In addition, there are opportunities for networking in our monthly Heads of Procurement meetings, our new Operational Procurement Networking events, Category Groups and Tender Working Parties all of which are invaluable for sharing best practice and learning and developing together.

**For more information on member benefits please see [our website](#) or contact **Suzanne Picken**.**

# Case Study: Queen Mary University of London's Clearing process during Lockdown

Britannic Technologies' **Jonathan Sharp** reports on how Queen Mary University of London set out to broaden their communications channels with prospective students and how they connected volunteers during Clearing. Plus, a look at clever ways that universities can utilise the same solution for other areas of their business.



Russell Group Universities have taken in more students this year than previously imagined. The expectation to increase intake, both internationally and from within the UK, coupled with the challenge of the COVID-19 pandemic has resulted in many turning to technology for help.

## Technology Partner for Higher-Education

Queen Mary carried out a competitive exercise through G-Cloud for a strategic partner to support their Mitel telephony infrastructure. They selected Britannic Technologies based upon speed of delivery and overall best value to them.

Britannic has worked with them to upgrade and enhance the system, enabled home working, an omni-channel contact centre and digital engagement methods all through one unified solution.

## Adding More Channels of Communication

Most prospective students prefer using digital channels for communication. Queen Mary made the strategic decision to expand channels their students could use to communicate with them. They wanted to ensure all communications were handled consistently and could be aggregated and tracked. Britannic implemented the INBOX solution, enabling the university to handle all their various digital channels from one central dashboard.

The solution, which is fully integrated with Mitel MiContact Centre, enables universities or colleges to route, respond and automate student (or parent/supplier) enquiries from any digital channel. Queen Mary were able to bring together their social media channels, along with

WhatsApp, webchat, SMS, Chatbot and voice calls into one dashboard view.

In future it could mean that the University is able to add more clever channels such as a multilingual chatbot to engage with overseas students.

## Working from Home During the Most Important Period of the Year

With the geographical limitations of lockdown and a very high number of applications for clearing through UCAS compounded with staff working from home during a pandemic, ensuring prospective student enquiries were dealt with efficiently and effectively was a challenge for most universities. UCAS had predicted that 80,000 prospective students would be using Clearing as a method to obtain a place for September (The Guardian). Queen Mary were able

to transition easily to homeworking and quickly deploy over 400 remote staff and volunteers to help with clearing due to their Mitel MiContact Centre. Due to the nature of the cloud-based contact centre, location was not an issue.

**Broadened Horizons**

As a result, the University has been able to communicate with students through their favoured channels. They added another level to the experience by using channels that their audiences wish to converse through.

Dr Rachel Bence, CIO for Queen Mary commented: *“Digital transformation is key at the university. Britannic Technologies upgraded our Mitel MiContact Centre to integrate with our CRM solution and augmented it with software to automate, prioritise and pre-qualify digital interactions. This enabled us to handle enquiries more efficiently and provided the capability to capture and interrogate data.”*

With the ability to automate, prioritise and pre-qualify digital interactions, thousands of enquiries were handled through WhatsApp, a unique and popular channel with students.

**Ready to Tackle Other Areas**

Having had a successful Clearing through lockdown, Queen Mary is in good shape for the future. The University has been able to have 24/7 engagement with students, free up scarce agent contact time and collect more vital data.

In addition to Clearing, universities could look to tackle other areas with this technology. For instance, improving enrolment efficiencies by reducing the need to copy and paste templates. These could all be distributed automatically.

Any digital enquiry could be instantly routed to the correct department, helping to increase the efficiency of response. Data management could be improved with the collection of permissions for marketing, open day announcements and other widely distributed communications for update across the various databases a university has.

In addition, Service Level Agreements (SLAs) could be placed on engagement to ensure communications are responded to in a timely manner. Enhancing the overall experience for future students and contributing towards the reputation of the university in this competitive environment.

Dr Bence from Queen Mary University of London will be presenting at Britannic’s Digital Convergence Summit in October. Visit [btlnet.co.uk/events/convergence-summit-2020](http://btlnet.co.uk/events/convergence-summit-2020) to register for this free event.



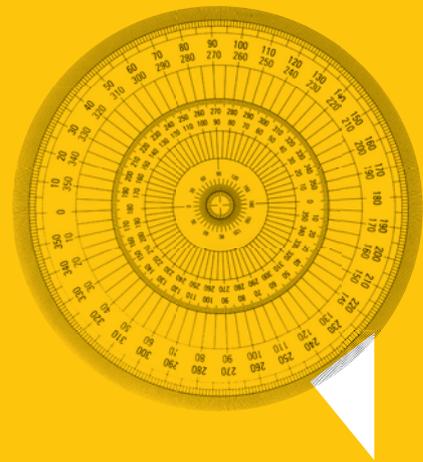
**Jonathan Sharp** is Sales & Marketing Director at Britannic Technologies Ltd, a supplier on the JISC Telephony Purchasing Systems dynamic purchasing system (DPS).  
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T: 01483 242554 [www.btlnet.co.uk](http://www.btlnet.co.uk)

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# Utilising audio visual technology for agile learning during COVID-19

**Darren Clayman**, IDNS Managing Director, discusses the technology required for streaming lectures live over the internet and how audio visual (AV) equipment can be used to reach students in isolation at halls of residences.



The challenges faced by Higher Education due to the pandemic are vast. Students have been affected in many different ways which has brought a forced change in how they learn. For some, used to receiving their learning in a traditional face-to-face lecture setting with other students, the change has been great.

As the situation evolves day by day, Higher Education is having to move quickly and effectively to provide a robust learning experience to students. Of course, critical in this delivery is a variety of technologies including audio visual systems, IT and network infrastructure. Unfortunately, there isn't a one size fits all solution, instead Higher Education must adopt new approaches to learning as they move quickly to adapt to the changing circumstances.

The plethora of platforms available to Higher Education institutes, such as Microsoft Teams and Zoom, means accessing suitable software for streaming lessons as part of an agile learning strategy is arguably the simplest step to take - pair that with an all in one plug and play video conferencing solution and an interactive touchscreen like Clevertouch,

and immediately the lecture theatre is transformed into a virtual learning environment.

Higher Education can also utilise in-room collaboration platforms, such as Mersive and Screen Beam to improve the productivity of learning environments. These allow users on any device to easily share, control, and mark up content on in-room displays to drive more efficient, engaging, and productive lessons.

Transitioning to online teaching and learning alone is not enough to provide students with the tools and engagement they need for a quality learning experience. Simply uploading content or streaming sessions misses a vital part of the learning experience. There must be interaction between the lecturer and student in order to provide effective learning. It is no use delivering world class content if the recipient does not understand it and has no way of questioning the content. As such collaboration or mediation are a vital part of this new learning environment.

A common misconception around agile learning is that is all about the technology,

when in fact, understanding the role academics, lecturers and other staff play is just as vital.

How academics and lecturers are going to engage with learners to provide a collaborative learning experience has a large part to play in its delivery. Higher Education students generally gain knowledge through hypothesis, research and reflection in an incremental collaborative way.

In an agile learning environment this may seem an impossibility with learners scattered across different locations virtually. By introducing a mediator to the learning environment, you give students the ability to ask questions, deliberate problems and gain feedback. This role is the key to keeping students engaged.

A mediator can take subject related questions and feed them through to the lecturer at an appropriate time, they can also answer any simple questions and potentially deal with any technical problems being faced by individual students. This allows a much larger number of students to be engaged with at any one time and ensures that their voices are heard quickly and efficiently.

In so many ways the pandemic is a game-changer, not only for how Higher Education has had to embrace a variety of technologies, but also how we deliver education in a truly dynamic fashion. It is key not to attempt to simply replicate what we did in our pre-Covid environments but instead look at how we can improve on the learning experience, using technology in new and fresh ways.

IDNS are a supplier on the **Audio Visual Equipment and Installation Services framework agreement**. Darren Clayman can be contacted at [info@idns.co.uk](mailto:info@idns.co.uk)



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# No-code platform: The future of data repositories



**Yann Mahé**, Managing Director at MyScienceWork reports on how no-code application development and automation responds to existing data collection and repository limitations

## MyScienceWork

With the need for digital transformation on the surge, so is the need for institutions to build applications, integrate them, update them and automate them in a quick and efficient manner that is above all, cost effective.

MyScienceWork (MSW) is a technological company based in Paris, France, specialising in the development of advanced data-driven solutions for research institutions, scientific publishers and private-sector R&D companies. Most recently MSW was listed as one of the official suppliers of the Research Outputs Repository Systems (DPS) introduced by Jisc for the UK research sector. With the introduction of Polaris OS, MyScienceWork advocates for no-code data repository solutions to accelerate and expedite innovation in a cost efficient manner.

### Challenges and limitations

For several years, academic and research institutions alike have been encountering common challenges in mapping, managing and increasing visibility for their research outputs and datasets. Add to this the increasing discrepancies between solutions to store data into complex databases, solutions to harvest and ingest new documents and solutions to visualize them in a user-friendly way. In reality we are looking at a very complex, expensive yet dysfunctional research management structure.

In the new world where being together is being seriously challenged, a no-code solution bypasses physical and monetary

limitations. Responding to all these challenges are at the heart of the rise of no-code/low-code solutions poised to influence a large part of the future development of platforms and databases.

### Introducing No-Code

Picture a scenario where you can program as quickly as a problem or idea manifests. No-code/low-code platforms enable non-developers and developers to create applications using a visual user interface in combination with model-driven logic. In the context of institutional data repositories, this technological breakthrough translates into:

- Reduced dependency on IT teams
- Smooth transition between repository managers' needs and requirements to actualising them with greater control over the outcomes
- Agility and delivery speed
- Minimized budgetary pressure for maintenance and system developments
- A wider stakeholder contribution to the application development

A no-code data repository platform also includes:

- Tools to define metadata model
- Configuration, customization and updates
- Customizable workflows
- Tailored forms
- Easy interoperability (linking repositories to other systems & platforms)

- Users management
- Simple, graphical interface
- Customization charts

### Finding Solutions

Start small, fail fast, grow and scale quickly.

Being able to evolve quickly is one of the success keys for a research institution. Big data is on the rise, and technologies are evolving faster than ever. Getting IT solutions able to adapt and respond to these changes and doing so quickly is the make or break of successful research output management.

### A future that promises convenience

While open source data repositories are a thing of the past, pioneering service providers are (as is the case with disruptive technology) experiencing setbacks adapting to these challenges. More recent providers such as Invenio or Polaris OS are proving to have a more agile approach to addressing industry needs with open source repositories that allows users to create high-quality, robust and scalable repositories offering complex functions with little to no programming skills. The net effect of these platforms allows building data repositories in days or weeks, not months or years.

**MyScienceWork** is a supplier on the JISC Research Outputs Repository Systems Framework Agreement ITS5068 LU. For more information contact Yann Mahe, [yann.mahe@mysciencework.com](mailto:yann.mahe@mysciencework.com)

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](#):

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>	Antonio Ramirez	07932 646741	a.ramirez@lupc.ac.uk
<b>DW</b>	Julie Gooch	07546 050 410	j.gooch@lupc.ac.uk
<b>JK</b>	Joyce Kadri	07884 551 949	j.kadri@lupc.ac.uk
<b>MK</b>	Mike Kilner	07932 347 182	m.kilner@lupc.ac.uk
<b>RD</b>	Roy Dennis	07419 583 838	r.dennis@lupc.ac.uk

Other useful contacts:

**JISC** [www.jisc.ac.uk](http://www.jisc.ac.uk)   **TUCO** [www.tuco.org](http://www.tuco.org)   **TEC** [www.tec.ac.uk](http://www.tec.ac.uk)

## AUDIO VISUAL

### Audio Visual Products and Services – National MK

The new agreement has now commenced and is structured around nine separate, region-based Lots, which are further sub-divided for Large and Small contracts.

The Buyers Guide and various elements of the original ITT are now on HEC and we are currently awaiting the following to be added by the Agreement Manager at the earliest opportunity:

- the individual question scoring, which is normally required by HEIs as part of running either a desktop exercise or a full mini-competition
- the equipment pricing for at least the core list to enable sites to compare quotes against what was promised in the tender

LUPC first-ranked supplier IDNS will be writing an article for the next edition of Linked on the topical and relevant subject of utilising audio visual for social distancing and isolation during Covid-19. This will examine how AV can be used for agile learning and cite examples of work being undertaken by other universities. How lectures can be streamed live over the internet and what technology you need to implement this and how AV can be used to stream lessons live into halls of residence if students are isolating are just two of the areas to be explored.

## ESTATES & FM

### Catering Consultancy Services – National JG

This agreement shall not be re-tendered as it is, analysis of the spend data has shown that the uptake on this agreement is low.

The final extension provision for the catering Outsourced agreement is likely to be utilised (ending in March 2022). As part of the strategy for renewal of the Catering Outsourced agreement, consideration will be given to including catering consultancy as a lot to bring both the services together on a single Catering Services agreement.

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

Work to tender a new agreement to combine cleaning, security and estates maintenance and minor works has been started. Following discussion with a consultant earlier this year, the proposed lot structure for the new agreement has been slightly amended.

- There will now only be one lot for cleaning services to cover all cleaning requirements including general & specialist cleaning, accommodation, and deep cleaning.
- The separate lot for water quality management has been removed as APUC have a water quality management agreement that will include LUPC when re-tendered. The current APUC agreement expires August 2021. The timelines for both agreements align. The proposed lot structure for the Estates M&MW element of the agreement is now as follows:
  - Lot 1a - Estates Maintenance and Minor Works One Stop Shop
  - Lot 1b - M&E Planned and Reactive Maintenance

- Lot 1c - M&E Minor Works
- Lot 1d - Minor Works – up to £250k.
- Lot 1e - Minor Works – £250k-£1m.

- There will now only be one lot for security services to cover all value of contracts.

The first tender working party has been scheduled for 2 October with the aim of going out to tender December/January.

### Door Maintenance, Repair, Inspection, Including Supply JG

A new agreement is being set up to replace an existing agreement (EFM1017 AP). The existing agreement was set up as a regional agreement only available to APUC members. The new iteration of this agreement shall provide access nationally to all UKUPC with regional geographical lots applied to allow for inclusion of local suppliers as well as ensuring national coverage of all areas. The agreement is to provide the maintenance, repair, supply and installation of automatic and roller shutter doors and associated equipment.

APUC issued a contract notice on 18/8/2020. This is an open procedure with a tender return date 24/9/2020. APUC are aiming to award by 10 December with the framework to go live on 16 December.

### Electronics (NUWPEC) – National AR

The National Universities Working Party on Electronic Components met in July and discussed the following developments pertaining to the current Electronic Components agreement, MA13130NW, let in January 2020:

- The then framework manager, David Canham (NWUPC) advised that overall spend in Electronic Components has reduced between 40% - 50% since the year before.
- New suppliers on this framework are Cyclops (Lot 1) and Grafton GB (Lot 3).
- The group received presentations from the following suppliers: Cyclops Electronics, Rapid Online Ltd and RS Components. The group advised Cyclops about the best ways of getting included to individual HEIs' eCatalogues and punch outs.

LUPC ownership of this framework passed from Mike Kilner to Antonio Ramirez on July 27, 2020.

Framework Manager David Canham left the NWUPC in September and Sarah Dye is now the framework lead and contract manager.

### Floor Coverings (NEUPC) – National JG

The new framework is now live for all members to access. Members have been made aware through a recent communication.

The Framework Agreement has been let into two lots.

- Lot 1 is a national lot for Supply Only and has attracted a wide range of specialist manufacturers and distributors who have provided preferential rates for the HE Sector.
- Lot 2, covering supply, fit and maintenance, was heavily regionalised to achieve a blend of high quality local and national fitters.

The flooring products within scope of both lots are primary and secondary entrance matting, carpet tile, broadloom carpet, roll vinyl, safety vinyl, acoustic vinyl, vinyl tile, linoleum, static control flooring, rubber flooring, laminate flooring and vinyl - sports flooring.

### Lifts - Consultancy, Maintenance and Refurbishment - National JG

NEUPC has started preparation for the procurement process to put in place a new agreement. A communication was circulated to members in August to obtain interest in being on the tender working party.

### Mail Services – National JG

There is currently no framework in place for Domestic Business Mail and the provision for International Air Mail which was included within the previous Couriers agreement has now expired. The framework will cover all business mail services for letters and packages below 2kg. Lot 1 will be for UK Domestic Mail and Lot 2 will be International Mail.

NEUPC is in the process of obtaining technical information & preparing tender documentation. Award of this agreement is likely to be in January 2021.

**Removals and Relocation**

JK

NEUPC as the lead consortium for this agreement has started the initial process for re-tendering. Those interested in being part of the tender working party should contact Joyce.

**Washroom Services JAN3074 NW- National**

JG

NWUPC has drafted a strategy to retender the agreement for washrooms services. This agreement covers Hygiene waste collection & disposal services, air care products & replenishment services, hand care products & replenishment services, vending solutions, water management products & services, clinical waste & sharps disposal, matting and first aid products & replenishment services.

NWUPC has circulated their strategy and shall be meeting with the tender working party in October. Indicative timelines are to issue contract notice at the beginning of December, award in March with a go live date of 1st May 2021.

**White Goods – National**

JG

NWUPC is currently finalising the tender documentation with an aim to circulate for approval around 5 October. The contract notice is scheduled to be issued W/C 19 October.

**TUCO: Vending- CAT11021 TU**

MB

This agreement has been extended from 30 June 2020 to 30 September 2020 due to the impact of COVID-19. The new framework is currently out to tender. If you have an interest in this agreement, please contact Marisol.

**ICT & TELECOMS****Computing- Desktop and Notebook Agreement – National ('NDNA')**

MK

The framework has now been formally extended to 31 August 2021.

Sales figures by region and OEM (including resellers) for the agreement up to and including Q4 2019/20 have been shared with the working party and the suppliers as well as hosted on HEC for institution visibility. Year-on-year desktop sales to end 31 July 2020 are down 31.0%, notebook sales for the same period are up 33.4%.

The NDNA benchmark modelling has been fully updated to 22 September and circulated to the group as well as specific versions for each supplier. The exercise has value not just as part of ongoing price discussions with each of the OEMs, particularly when new models come to market but from feedback, its important role in ensuring competitiveness is maintained as part of their internal discussions. Sharp were added as a third reseller for Dynabook (Toshiba) in early September.

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

MK

Members are reminded that ITRAP can be used as a vehicle to purchase Virtual (VR), Mixed (MR) and Augmented (AR) Reality products including eSports-related equipment for example, headsets, hand-held controllers, specialist monitors and similar.

**Computing - National Education Printer Agreement 'NEPA' (Provision of Print Equipment and Managed Print Services) - National**

MK

The new ITT was issued on 18 August 2020 for bidders to respond by 13 October. LUPC will be assisting the other members of the tender working party on the evaluation, scheduled for completion by 24 November including moderation. The new agreement is due to commence 1 February 2021.

**Computing - Networking Supply & Services – National**

MK

The agreement has now been extended for the first of the 12-month extension periods.

**Computing - Server, Storage and Solutions National Agreement ("SSSNA")**

MK

The SSSNA draft strategy was released on 1 September with the tender expected to go out mid-October with submissions expected in January. Evaluation and moderation will run through February with the award in March, contract set up during April and a start date of 1 May 2021.

A meeting of the tender working party was held 22 September to run through and discuss the strategy document, which will be edited and re-issued shortly. A sub-group has been formed to discuss the option of an additional lot around managed services. The group off-line, are presently reviewing and suggesting changes to the workbook issued in 2016 by 29 September.

It is uncertain if Huawei will re-participate having announced on 8 September that they were set to exit the server, storage and networking business in the UK.

CAE advised on 23 September that they no longer wish to continue as a reseller on the framework for both Fujitsu and Huawei under Lots 1 and 2, which will be updated to the Buyers Guide shortly.

**eProcurement System**

AR

A total of five call off contracts have been awarded under this framework: LUPC (including Ensemble Purchasing), SUPC, University of West London, JISC and NWUPC, all who are now using the tool to deliver live tenders. The framework's first formal contract review meeting took place on the 5th August 2020.

**Jisc Network Equipment Framework**

MK

Service reviews covering the May-July quarter were held with each of the 28 suppliers covering performance, reporting/invoicing and framework usage updates.

The uptake on the framework continues to be healthy; A total of 84 different organisations have made purchases via the framework to date.

**Jisc Simulated Phishing Service and Associated Training Framework**

MK

The current framework has seven months left to run. Work on the replacement strategy for this framework is still scheduled to take place in late 2020.

The framework to date has been used by 56 different organisations.

**Jisc SMS Framework**

MK

The Jisc SMS framework continues to be well used, orders for June and July were 78 per month compared with the peak of 177 in March.

**Jisc Telecommunications Framework**

MK

A total of 35 different customers have placed orders since the start of the framework. Service reviews for the previous quarter were undertaken via email updates with the next service reviews due to take place in early November.

**Jisc Vulnerability Assessment Services (VAS) Framework**

MK

The new Vulnerability Assessment Service and Tools Supply Framework has three suppliers, CCL Solutions Limited, IP Performance Limited and Khipu Networks. There have been 3 orders so far on the framework.

**Jisc Web Filtering & Monitoring Framework**

MK

The new framework is now live with six suppliers having signed their agreements as at 22 Sep with the final two suppliers expected to sign their agreements shortly.

The first monthly sales reports are due 10 October, which will cover September.

**Software License Resellers (SLRA) – National**

MK

The SLRA Framework ITT tender evaluation period ends 30 September, which will then be followed by team moderation. A total of fourteen compliant bids are presently being reviewed and evaluated by LUPC (MK) and the other members of the evaluation team.

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

MK

Aggregation opportunities and similar activities have been put on hold for now by CCS.

**Computing – General Matters not covered elsewhere**

The National ICT Group continues to convene every two to three weeks.

The new Fairphone (FP) 3 Plus has been released and the Buyers Guide will be updated with further details once the Phone Coop's dedicated UPC page has also been revised.

**ITS1024AP Online Streaming and Training Services**

There are four lots to this procurement exercise, which is in the closing stages of its evaluation:

1. Academic content - videos, virtual labs etc
2. Film Content – Documentaries/Educational film
3. TV recordings and services - freeview plus other channels
4. Online Training services

APUC and LUPC have been assisting a member, who currently use a combination of Microsoft Teams, Zoom and Adobe Connect as well as a Moodle-based VLE and want to streamline this to provide just the one Virtual Classroom platform for online learning and teaching. They are looking at Lot 4 as a solution for their new platform, which will need to offer a set of features that can specifically address a variety of requirements for academic activities including breakout rooms, screen sharing, polling, document collaboration, permissions choices for users, accessibility and single sign on for secure administration. Other institutions are encouraged to come forward if they have similar requirements.

**ITS1040AP Virtual Learning Environment (VLE) and Associated Services**

APUC is currently retendering the agreement for Virtual Learning Environments (VLE) on a UK wide basis. The agreement will be split into two lots and expected to be in place by the end of 2020:

1. Proprietary VLE (including bespoke open source platforms)
2. Moodle Development, Hosting and Support

Cindy Wrapson has now departed from the Jisc Procurement team and Supplier Manager Kelly Mitchell will continue to deal with day to day enquiries from customers and suppliers while Contracts Team Manager Shaena Porter will be stepping in for the more strategic assignments.

The new Jisc-led Global Education Access Framework commenced 4 September. This is a managed service providing secure and high-performance connectivity for students accessing UK Virtual Learning Environments (VLEs) and other relevant content on a global basis.

Due to the unique network situation in China, two separate lots have been created, Lot 1 covers connectivity for end users in China whilst Lot 2 covers solutions for other overseas locations. Further details including a Buyer’s Guide can be found at <https://www.jisc.ac.uk/global-education-access-framework>

The new Geant Cloud Services Framework, which is managed by Jisc in the UK, is being re-procured with the framework called OCRE (Open Clouds for Research Environments). See <https://www.ocre-project.eu/>

This is expected to provide universities and colleges with an alternative procurement route to CCS G-Cloud for the three major cloud platforms (AWS, Azure and GCP) and is expected to go live at the beginning of 2021.

Electronics Watch (EW) Finance Committee and Board meetings were held in September to discuss Organisational developments, Policies, Financial report, Risk register, Strategic Plan 2021-2024, Affiliation fee structure revision and Program developments including the end of year conference and RBA Negotiations. Further outreach is likely in the wake of the recently published and updated Modern Slavery Act requirements, particularly on large public bodies, which is encouraging.

There are two planned EW webinars; for affiliates: Monitoring Insights and Guidance (7 Oct); for the public: Methods of verification (date TBC).

**INSURANCE**

**Insurance – Regional**

**MK**

Gallagher, LUPC, VC and Chairs have continued to hold frequent conference calls. The new Financial Lines agreement with RSA commenced on schedule, 1 August, following work on the allocation of the total group premium based on both LUPC and Gallagher’s and RSA’s separate methodologies.

Four autumn feedback sessions have been organised for Group members (10-12 per session) with participation from Gallagher, LUPC

and at least one Chair/Vice-Chair at each session. These are being held Tuesday 29 September, 1, 8 and 9 October. The aim is to update LUPC Members on recent developments and key future initiatives as well as individual feedback on key areas including:

- Feedback on 2020 Renewal process and in particular the Financial Lines tender.
- Claims Analysis & Risk Management Proposals feedback.
- Key Insurance issues facing institutions and what support do you want addressing these from LUPC and Gallagher?
- What for you are the principal benefits of LUPC Insurance Group membership?
- What support to you want your ITSG Committee to provide?

Present PA/Travel provider RSA has now issued an initial draft of their COVID-19 endorsement, which is being reviewed by Gallagher, LUPC and the ITSG. Renewal data requests have been received from just over half of the group and RSA is being pressed on a decision around their terms, which would apply from November. With the situation extremely uncertain and fluid, an adjustable premium model is a potential way forward although this presents a great deal of complexity prior to its implementation.

The use of the RSA Travel Risk Management bursary is likely to go ahead shortly, which will be on Another Day’s eLearning platform. Voting on the proposal formally closes 25 September.

The property and casualty lines insured via ZM renewed on existing premium ratings. With the HEI sector hit particularly hard by the COVID-19 pandemic, a meeting was held with ZM to seek support and a partnership approach from its largest appointed insurer amongst Insurance Group members. Recent Risk Management profiling and Claims Analysis, which was shared in a meeting on 12 August, identified the need for specific LUPC focussed training webinars, which can then be utilised across Member institutions from relevant departments (Legal/Health & Safety/Estates). There was healthy debate and discussion on how to address outstanding Risk Improvement Actions (RIAs) and whether this information should be shared across the ITSG and impact on premiums and allocations and overall Membership given the inaction of one member could negatively impact the premiums of many. A series of workshop-style seminars in October are therefore planned to improve involvement from the wider group.

**LABORATORIES & STEMed**

**Gases (IUPC) – National**

**AR**

The procurement strategy for the next framework tender was reviewed and finalised on the 18th of September with the input and participation of the Tender Working Party(TWP).

The next framework will include 2 new lots: Tank Provision and Maintenance, and Manifold Services.

The current framework (LAB 5035 SU) is being extended until June 2021 via an OJEU Modification of Contract notice citing COVID-19 under Regulation 72 (1) (c). Formal contract extension letters have been issued and the Modification of Contract notice will be published shortly.

As of this update, the TWP is collecting member feedback to scope and build requirements and drafting the tender documentation. The ITT should be published by the end of November 2020, with a response deadline of the 1st January 2021, followed by a six-week evaluation period.

**General Laboratory Equipment, Supply/Installation – National**

**AR**

The current framework agreement was officially extended for an additional year via the publication of an OJEU Modification of Contract notice, citing COVID-19 under Regulation 72 (1) (c), published on TED on 17th July 2020. The postponed tender process, citing Regulation 72 (1) (c) due to COVID-19, was officially closed off via the publication of a Contract Award Notice (highlighting the caveat “No contract awarded”), published on TED on 14th July 2020.

The ITT documentation is being reviewed to determine if any changes to the documentation will be necessary to better align the requirement and response documents to the post COVID world. The next quarter will see a re-assembly of the Tender Working Party and a review of the current ITT pack. We aim to publish the ITT for the retender of this framework in mid-January 2021.

#### High Value Laboratory Equipment (HVLE) AR

The HVLE Commodity Group held its annual meeting in August. Key discussion points were the breakdown of the spend data. Members present confirmed that due to the cost of some of these items (many £1m plus) it is understandable that call offs are sporadic. Spend forecasting was discussed and it was noted that this is a challenge as often purchases are driven by research grant awards, which cannot be predicted.

It was agreed that these meetings will now be held every six months, with the next session scheduled for February 2021 or early March 2021. If you have any feedback, please contact Antonio.

Framework Manager David Canham left the NWUPC in September and David Yates is now the framework lead and contract manager.

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

The current extension will expire at the end of July 2021. The contracts manager is liaising with the relevant consortia colleagues to collect feedback amongst the membership, to feed into the procurement strategy and requirements gathering for the next iteration of the framework.

#### Laboratory Consumables and Chemicals - Inter-Regional (IRLA) AR

The Contract Manager has asked all participating consortia to seek user feedback amongst our membership to inform and drive the framework's first round of supplier contract review meetings to be held over the coming weeks. LUPC has contacted those of its members who purchase from the agreement.

#### Personal Protection Equipment, Clothing and Uniforms (PPE) AR

LUPC is participating in APUC's new PPE and Work Wear, due to their member feedback on the previous CPC PPE framework (SEC 3110 CPC). The aims of this exercise are to future proof the requirements in a post COVID world, as the previous arrangements and specifications were scoped and drafted before the global pandemic. In addition, the new specification will add further focus on customer service, cost control (via an annual fixed price mechanism), enhanced contract review processes and further options for product re use, upcycle and repair.

The ITT was published 2 September with a response deadline of the 2 October, followed by a six-week evaluation period. The framework aims to go live in early December 2020.

The named consortia on the agreement are the APUC, NEUPC, HEPCW, SUPC and LUPC.

#### Other Laboratory – Updates

The STEMEd Category Group met monthly this quarter, with an additional informal STEMEd coffee morning catch up. The official meetings focussed around updating the current STEMEd Category Strategy, last signed off in 2016. Key takeaways from the sessions were a review of the sections and streamlining the strategy document, and to consider different formats and content for specific external stakeholder groups. September's meeting expressly focussed on increasing SME participation in the sector. Invited to the session were suppliers Appleton Woods, Starlab, Goodfellow Cambridge and Gambica, the latter being a key industry body representing the Lab and STEMEd supply market. Topics included barriers to SMEs such as liability insurance levels, bidding experience and resourcing and minimum bidder requirements. Gambica also introduced a piece of work they have been doing with BUFDG with regards to zero rating on VAT for PPE for universities, which was enthusiastically received by the group.

In response to some universities announcing in the press that they will be providing asymptomatic on-site campus COVID-19 testing to their students; September saw a few enquiries asking us which frameworks provided a variety of test products and services for deployment on campus. There is some lack of clarity and inconsistency on the subject as a whole due in part to very recent new measures imposed by central government, and the start of the academic semester. In response to this

LUPC is working to coordinate all incoming enquiries and is liaising with the relevant framework managers to offer our members consistent guidance, advice and routes to market where appropriate. The output of this work is a live guidance document which is available on our COVID-19 Support and Updates web page, published on 21 September. Member feedback has been very positive so far.

### LIBRARY

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

Bertrams, who own Dawsons Books were liquidated as a company; their assets were acquired by The Little Group, who own Askews & Holt – this organisation is already on the framework.

Members opted to migrate their ebook licences to Askews and/or a mix of other providers on the agreement. The Dawsonera (ebook portal) closed at the end of July.

Work on the new tender is underway and is expected to be issued in November 2020. Work is being led by SUPC but with LUPC members participating in the tender working party. The new agreement is expected to go live 1 May 2021.

### OFFICE SUPPLIES & EQUIPMENT

#### Office Supplies – National JK

Supplier review meetings were arranged in September for Lot-1 and 2.

### PROFESSIONAL SERVICES

#### Ceremonial Gown and Photography Services—National JK

There has been little change since the last update. Responses to our member's survey were received, with few showing interest in virtual ceremonies. LUPC will re-visit this option to include in the current or future tender. Agreement review meetings will be arranged in October/November.

#### Financial Services– National (NWUPC Led) RD

NWUPC will communicate details of implementation meetings during October 2020.

Further information on the current agreement is available [here](#).

#### Global Mobility Support Services – National (NWUPC Led) RD

NWUPC has now scheduled tender working party meetings for the new framework. These will commence in September 2020. Anyone with an interest is invited to contact Natasha at NWUPC.

The existing framework is being extended. The title has been discussed and it was agreed this is the industry standard. Additional work will be undertaken to ensure it is well understood by all stakeholders.

Further information on the current agreement is available [here](#).

#### Legal Services – National RD

Tender working party communication has been issued with several responses received, meetings to be scheduled imminently.

A review of the current framework activity including lots, member, and suppliers is underway. A big focus is on appropriate lotting strategies which will deliver benefit members to and increase use of the framework.

A PIN was issued, and a successful supplier meeting held with over 90 attendees.

Framework review meetings have been completed with all current suppliers.

Further information on the agreement can be found [here](#). If you have any feedback, please contact Roy.

#### Occupational Health Services – National RD

Delays in issuing the final Cordell / Robens Novation were overcome and the appropriate documentation is now in place. The Buyer's guide and related documents for Cordell Health are available in HE Contracts.

There is low activity on lot 3, meetings with suppliers indicate that the services may benefit from promotional activity. I am reviewing options to highlight the services and benefits.

**TRAVEL**

**Travel Management Services – National (SUPC led) JK**

STA Travel ceased trading in August. Jayne Thorn, Corporate Services Category Manager at SUPC, is trying to establish contact on behalf of members and will forward relevant information when available.

Diversity is working with those institutions interested in chartering flights from China. If you require further information contact Joyce. Review meetings are arranged for October, please contact Joyce if you wish to contribute your views.

**UTILITIES**

**The Energy Consortium – TEC**

TEC Flexible Gas, Power and Single Source NHH frameworks

The new Flexible Electricity and Gas Framework procurement began on 1st October, this was awarded to EDF Energy and Corona Energy.

All Annual Benefits Statements have been issued to members.

The latest news on all TEC agreements and activity can be found at <http://www.tec.ac.uk/news>

**OTHER ACTIVITIES**

**Publications**

E-bulletins are now being published fortnightly

The summer edition of Linked magazine was circulated mid-July

**Events**

**Upcoming Events**

- Heads of Procurement meetings are now taking place monthly at the end of the month - 23 October, 27 November, 14 December, 29 January
- LUPC & SUPC Responsible Procurement Event - 4 November
- Quarterly Category Manager Networking meeting - 26 November 2020
- Estates Category Group meeting - 8 December 2020
- Professional Services Category Group meeting - 14 December 2020
- Training on negotiation techniques and contract management are both planned for the Autumn / Winter, dates and information will be circulated as they are firmed up.

**COUP 2021**

The decision has been taken to postpone the Conference on University Procurement (COUP2021), originally scheduled for 7-9 September 2021, due to the ongoing uncertainty around COVID-19 and the impact this is having on face-to-face events. Arrangements are currently being made for the event to take place the following year, 6-8 September 2022. Further details will be available in due course.

**LUPC & SUPC Virtual Conference 2021**

Recognising the need to support members and suppliers to connect during these difficult times, LUPC and SUPC are currently planning a virtual conference for members and suppliers for Spring/Summer 2021. We will provide further information shortly.

*(Correct at 1 October 2020)*

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



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# Let's talk...



**Declan McAlister, Head of Procurement at Tate Galleries provides an insight into his procurement career.**



## *How long have you worked at your organisation?*

Since June 2019

## *How did you get into procurement?*

Like 99% of people who are asked this question, it was almost by accident. I left a job in retail where a significant part of my role was number-crunching, and I transferred those skills over to a data analyst job in public sector procurement. After a year or so, I found I liked it so went for an assistant procurement officer and the rest is history!

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

Put simply, problem solving. Whether it's sorting out a difficult contractual issue, or dispensing advice, or finally convincing a department to tender a requirement, there's no end of problems to solve in Procurement, and luckily I enjoy the challenge of a measure of lateral thinking combined with a bit of pen-pushing!

## *What's the worst thing that happened in your career and how did you overcome it?*

It must be the time I misplaced a decimal point and ordered thousands of 4.75kg tins of finest MSC-certified Tuna instead of the intended 475g tins. Luckily, the distributor did me a favour in taking some of it on, but I will take this opportunity to apologise to school-children across the UK who must have had to endure many more Tuna pasta-bakes than they otherwise had to.

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

I'd likely be working for the police in some measure, I currently volunteer as a Special Constable for the City of London Police so that would be a natural fit.

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

The team I started on while fresh into public procurement dealt with Food & Catering. Part of that remit meant they let the contract for Ice Cream Vans in Leicester parks! While, regretfully, I didn't take part in any sampling, evaluating of tenderers open-book, or transparent cost modelling of 99 ice creams, I soon learnt that 'if it exists, it can be tendered'.

## *In your view, what value can working with the Procurement team bring to other areas in Estates, IT etc.*

A fresh pair of commercially focused eyes can improve any category area. It is natural to let commercial relationships go stale over a period of time, especially where staff have come and gone. Procurement can add value by looking at a contract register and re-applying key principles, such as regular meetings, examining price reviews, seeing where suppliers aren't delivering etc.

## *What advice would you give to people new to the sector?*

Be curious! All the accomplishments I am most proud of in my career have arisen because I make a habit of asking questions such as how does this work, or why is this like that, or other seemingly simple questions. I feel the key to doing well in procurement is being an active and understanding partner, and when you understand a problem or a market, that is when you can add real value.

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

While access to a suite of easy-to-use frameworks and value-added services such as Creditsafe is a big benefit, increasingly the networking opportunities have been hugely beneficial with the launch of the new Heads of Procurement events.

## *What are the key challenges ahead for your institution, especially after the outbreak of COVID-19?*

Dealing with reduced budgets and reduced visitor numbers will be a big challenge. However, while wishing to avoid any clichéd chat of 'new norms', there are a lot of opportunities to reset and improve our processes, while hopefully achieving some cost savings too. We have lately launched a new supplier code of conduct and a programme of sustainability training which we hope will equip colleagues with the knowledge and resources to procure goods and services in an inclusive way.

## *What achievement are you most proud of (and why)?*

I've put together a lot of frameworks and contracts that I am very happy with, but I am most proud of my contribution to the re-opening of the Tate galleries back in July following the enforced COVID closure. There was a whole group dedicated to the re-opening and completing the myriad tasks required, and I'm proud of doing my small bit in sourcing PPE/cleaning kit so that colleagues and visitors can come back to the gallery safely.

## *What would be your favourite book and luxury on a desert island?*

Continuing the police theme, it would have to be a Rebus novel from my favourite writer Ian Rankin. In fact, there's one out this week so the prospect of having some time to read it on a desert island sounds nice! As for luxuries, perhaps a supply of cold cans of Diet Coke... This is beginning to sound like a nice holiday!

## *Thank you!*

**If you would like to be featured on this page, please contact [Suzanne Picken](#).**

# Highlights from the Membership Survey 2020

Each year we carry out a membership survey to understand how we are performing and to ensure we are continuing to improve. You can read the **full report** of the findings from the survey and we summarise the key results for you below.

## Value of Membership

- 100%** would recommend LUPC to other organisations
- 97%** feel LUPC provides good customer service
- 85%** feel they receive value for money from their membership fee

## The top 3 benefits offering value to your organisation are:

- ✓ Member events (**85%**)
- ✓ Creditsafe (**79%**)
- ✓ Procurement advice from the LUPC team (**65%**)

## Events

**100%** are happy with the events provided in 2019/20. Coming soon for this year are the LUPC Operational Procurement Network meetings. Details to follow...

## Top 5 reasons for accessing the LUPC website

### Reason for using website

- Accessing framework agreement information
- Accessing LUPC contact details (particularly for specific categories or agreements)
- Checking on upcoming events and training
- Checking details of upcoming framework agreements
- Accessing procurement guidance and advice

### Web Page

- On the Home page - <https://www.lupc.ac.uk>
- <https://www.lupc.ac.uk/meet-the-team>
- List of framework agreements by LUPC lead <https://www.lupc.ac.uk/events>
- <https://www.lupc.ac.uk/tenders-progress>
- <https://www.lupc.ac.uk>

*The support from colleagues at LUPC is brilliant. Always quick and good service provided. Many thanks to all at the LUPC.*

(Bahar Shahin, Head of Procurement, Queen Mary University of London)

## Responsible procurement

**84%** see LUPC as a leader in responsible procurement

*LUPC's work on responsible procurement over the years has educated me and I have frequently mentioned it to internal and external stakeholders as something that others can learn from.*

(LUPC Member)

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