Stepping Up

LUPC’s new Member Strategy

A FRESH APPROACH: The benefits of integrated cleaning and security contracts

CHILD’S PLAY: Helping working parents with child care costs

COLLABORATIVE COMPUTING: New National Desktops and Notebooks Agreement
伦敦大学采购联盟

September 2013

目录

- 导演报告
- 新闻
- 商品更新
- 特色

目录

- 启动您的IT采购 - 新NDNA
- 影响我们的触角 - LUPC的新会员策略
- 一体化清洁和安全
- 支持工作父母
- 磅对磅 - 如何在采购中创新

会员访谈：Rob Ager，伦敦南岸大学的类别经理

焦点：1英镑能买到什么？

联系方式

安迪·戴维斯 共同体董事
Tel: 020 7863 1691
Email: a.davies@lupc.lon.ac.uk
一般共同体方向和管理。

劳拉·康普顿 共同体会员负责人
Tel: 020 7863 1692
Email: l.compton@lupc.lon.ac.uk
会员；营销协议和服务；培训；活动；LUPC网站；数据库；出版物。

达兰·惠特利 高级合同经理
Tel: 020 7863 1693
Email: d.whatley@lupc.lon.ac.uk
实验室消耗品；实验室设备；音频、视频、复印；纸张；办公用品；家具；能源；汽车租赁；酒店；旅行；债务回收；太阳能板。

迈克·基尔纳 高级合同经理
Tel: 020 7863 1694
Email: m.kilner@lupc.lon.ac.uk
计算机；计算机硬件（UCISA）；保险；白色商品；电信；邮政和邮件服务；电子；国家IUPC气体；国家打印机。

克莱米·史密斯 高级合同经理
Tel: 020 7863 1697
Email: c.smith@lupc.lon.ac.uk
法律服务；图书馆书籍；杂志和期刊；特殊艺术；临时工作人员。

苏珊娜·斯托克斯 合同经理
Tel: 0207 664 4838
Email: s.stokes@lupc.lon.ac.uk
房地产维修；清洁和保安服务；隔热、通风和热回收。

乔伊斯·卡德里 合同官员
Tel: 020 7863 1696
Email: j.kadri@lupc.lon.ac.uk
灭火器/消防产品；便携式电器检测；标识；ICT家具；手干机；现金和贵重物品在途；托儿所券；工资牺牲；广告。

范妮莎·格雷 行政人员和会员官员
Tel: 020 7863 1695
Email: l.administrator@lupc.lon.ac.uk
账目，一般询问和行政。

哈利·辛格·索瑞 预算分析师
Tel: 020 7863 1652
Email: harry.saurai@lupc.lon.ac.uk
收集、分析和报告会员和供应商数据。

主要内容 LUPC Tel: 020 7863 1690 Fax: 020 7863 1699
Email: enquiries@lupc.lon.ac.uk
LUPC，玛莱特街，伦敦大学联盟，玛莱特街，伦敦WC1E 7HY

请将您的评论和建议发送至l.compton@lupc.lon.ac.uk

英国标准认证

请将您的评论和建议发送至l.compton@lupc.lon.ac.uk
This summer has seen the establishment of Procurement England Limited (PEL), a new company owned jointly by the four English regional HE purchasing consortia.

This new vehicle (see page 5) will enable us to initiate and manage a whole new programme of collaborative procurement and improvement projects for the benefit of English higher education and our wider membership.

This month also sees LUPC launch a new strategy designed to help all our Members get even better value from the procurement of goods and services.

The strategy, ‘Widening Our Reach’, has been drawn up after a great deal of input from Members, our Executive Committee and our Board. Our recent Members’ survey was particularly important in shaping it. As we implement the strategy over the coming months, I feel we will be really ‘upping our game’, able to work individually with our Members to better meet their needs.

For the first time, our Board has authorised the planned use of LUPC’s cash reserves to support Members’ activities, either through the PEL vehicle as a wider programme for England, or on our own.

We also welcome the launch of the new Higher Education Procurement Academy (HEPA), which we featured in our March issue. The new website is now open for business, with details of courses, venues, fees and much more at www.hepa.ac.uk. Remember, HEPA is there for all our Members, not just those in HE.

The refreshed, LUPC-led National Desktops and Notebooks Agreement (NDNA) has now been awarded and will continue to offer excellent value to IT buyers across the UK (see case study on page 9). Meanwhile, as I write, competitive tender processes are now under way for brand new agreements in occupational health services and taxi services, while a new sourcing strategy has been agreed for temporary agency staff.

Finally, very well done to our partner consortium NWUPC for staging a highly successful COUP in Liverpool earlier this month – I know the LUPC team and many of the Members I spoke to at this event found this a useful and enjoyable conference. Do keep your eyes peeled for further details of LUPC’s next conference, taking place at the Institute of Education on Tuesday 1 April 2014, in the next issue.

Andy Davies
September 2013
LUPC is pleased to announce the launch of the Higher Education Procurement Academy (HEPA) to Members.

HEPA is a new initiative set up jointly by BUFDG Procurement Professionals Group (PPG), Leadership Foundation for Higher Education (LFHE) and the regional HE purchasing consortia to advance procurement capability and professionalism in UK universities and related purchasing consortia members.

The Academy aims to deliver high quality learning and development; share and enhance best practice; and ensure procurement has access to effective training and resources that enable it to save money and add value within institutions.

Despite the name, HEPA has ensured that resources and training will also be relevant to LUPC Members across FE, the arts, culture, education and science sectors.

Key features include:

- A new HEPA website for online networking, news and resources;
- Competency frameworks and template job descriptions to help you benchmark roles;
- A suite of face-to-face regional training courses available now for 2013/14, with e-learning programmes to follow;
- Further developments to come, such as a leadership, mentoring and coaching programmes.

Procurement Maturity Assessments (PMAs) are also available to all institutions, offering low-cost, detailed assessments of procurement capability to benchmark performance and drive improvement. Your PMA report will also help identify areas of the Academy that you may benefit from using.

You can visit the new HEPA website at www.hepa.ac.uk. You will need your BUFDG log in to access the site; if you don’t have a BUFDG log in, simple click on ‘Sign Up’ in the top right hand corner to register your details.

HEPA training courses (London region)

<table>
<thead>
<tr>
<th>Course</th>
<th>Date</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to Procurement</td>
<td>3 December 2013</td>
<td>£160</td>
</tr>
<tr>
<td>Practical Negotiation</td>
<td>14 January 2014</td>
<td></td>
</tr>
<tr>
<td>Fundamentals of Contract Law</td>
<td>4 February 2014</td>
<td></td>
</tr>
<tr>
<td>Developing a Category Procurement Strategy</td>
<td>12 &amp; 13 February 2014</td>
<td>£320</td>
</tr>
<tr>
<td>Managing the Tender Process</td>
<td>11 March 2014</td>
<td></td>
</tr>
<tr>
<td>Contract Management</td>
<td>13 May 2014</td>
<td></td>
</tr>
</tbody>
</table>

To book, visit www.hepa.ac.uk/calendar.
Some courses also available in Manchester and Leeds.

Conference 2014

LUPC is pleased to announce its second, free Conference for Members will be held at the Institute of Education, Bloomsbury on Tuesday 1st April 2014.

A programme for the event is currently being developed. This year, we’re looking to invite and engage both Procurement professionals and non-Procurement buyers across related disciplines such as estates, IT and laboratories.

Following feedback from last year, we are also working on plans to actively engage exhibiting suppliers with the Conference programme, and ensure they receive maximum benefit from exhibition and sponsorship opportunities.

As well as the free Conference Drinks Reception for Members and exhibitors on the day, LUPC will also be hosting a ticketed Gala Dinner for Members at the spectacular Museum of London on the eve of Conference (Monday 31st March 2014).

Further information and booking details will be available in the autumn – in the meantime, please put the dates in your and your colleagues’ diaries!
This new vehicle will enable LUPC to initiate and manage a whole new programme of collaborative procurement and improvement projects for the benefit of English higher education and LUPC’s wider membership across further education, arts, sciences, research and cultural establishments.

Where previously LUPC’s national collaborations have been ad hoc in nature, by setting up a not-for-profit company limited by guarantee with very clear aims, its programme of national projects can be properly co-funded and managed for the greater good of our Members. These aims will include supporting the implementation of the relevant recommendations of the Diamond Report, which set a 30% target for boosting collaborative spend through higher education.

Members should note that the establishment of Procurement England Ltd (PEL) will not affect the structure or governance of LUPC, which will continue as an independent professional buying organisation, owned by its Members, for its Members.

The four regional Chairs of consortia are joined on the Board of PEL by David Sanders, Chair of the Energy Consortium. The first Board meeting is scheduled for late September.

LUPC’s Board has already formally endorsed PEL’s new Sustainability Policy. This will support Member institutions to achieve value for money on a whole-life cost basis, by generating benefits to society and the economy whilst minimising impacts on the environment.

LUPC Director Andy Davies said: “PEL is a real opportunity for the four regional consortia in England to lead on collaborative activity in a more co-ordinated and effective way. Members should look out for several new collaborative initiatives and projects over the coming months which will reflect this more joined-up approach and offer even greater benefits to their institutions.”
ESTATES

Cleaning and Security Services
Quarterly review meetings under the new framework have been carried out with ISS on 4 July; CIS is scheduled for 23 July; and Ocean 31 July. Meetings with VSG, Total and Interserve, who have yet to be successful in further competitions, to be carried out in August.

Estate Maintenance
Review meetings under the new framework have been undertaken with Cofely, Vinci, PDERS, Sykes & Sons, Orana, Spectrum (May), Integrated Water, Pirbright, Clearwater, MITIE, and Redhill (June). An Estate Maintenance Workshop is to be arranged for January 2014 to be targeted at Members whose Estates Maintenance Contracts are up for renewal over the following 18 months. Annual spend for this agreement is expected to reach £1.75m by year end.

Audio Visual Equipment
A meeting was held with NEUPC, HEPCW and SUPC to discuss the future collaboration strategy. There are currently four consortia agreements in higher education.

The agreement website will not be supported beyond July 2013, as it was only accessed for MI download. The HEPCW Agreement Manager will find another solution for distributing MI and service reports.

ICT

National Desktop and Notebook Agreement (NDNA)
Agreement awards were made to the following manufacturers at the conclusion of the standstill period on 28 June:

<table>
<thead>
<tr>
<th>Awarded Supplier</th>
<th>Lot 1</th>
<th>Lot 2</th>
<th>Lot 3</th>
<th>Direct Y/N</th>
<th>Reseller 1</th>
<th>Reseller 2</th>
<th>Reseller 3</th>
<th>DSA partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acer</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td>N</td>
<td>Getech</td>
<td>Gaia</td>
<td>Kelway</td>
<td>Getech/Remtek</td>
</tr>
<tr>
<td>Dell</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>HP</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>DTP</td>
<td>Misco</td>
<td>XMA</td>
<td>N/A</td>
</tr>
<tr>
<td>Lenovo</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td>N</td>
<td>Getech</td>
<td>SCC</td>
<td>SoftCat</td>
<td>Getech/Remtek</td>
</tr>
<tr>
<td>Samsung</td>
<td>N</td>
<td>Y</td>
<td>With Stone</td>
<td>N</td>
<td>Stone Computers Ltd</td>
<td>Getech Ltd</td>
<td>RM Education</td>
<td>Getech/Remtek</td>
</tr>
<tr>
<td>Stone</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Toshiba</td>
<td>N</td>
<td>Y</td>
<td>With Viglen</td>
<td>N</td>
<td>Viglen</td>
<td>European Electronique</td>
<td>Academia</td>
<td>lansyst</td>
</tr>
<tr>
<td>Viglen</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td>lansyst</td>
</tr>
</tbody>
</table>

Contract implementation meetings took place on 1 and 2 July at UCL involving all of the awarded suppliers and the main NDNA group. Details on the agreement are being added to the NDNA site and GeM portal.

National Education Printers Agreement (NEPA)
Brother plan to implement a new marketing plan for the framework shortly, although they are also reviewing their nominated reseller portfolio. Brother has also advised that an increased pricing would introduce margin for their resellers, so as to incentivise the reseller to increase resources. In accordance with the agreement, any price increases will only be approved if there is evidence to support the increase.

Softcat have started producing new pricing for GeM and reintroduced their branded catalogue, which has been added to GeM and the NEPA website respectively. Softcat has also had some success with their own e-procurement system.

Network Equipment
NEUPC published the OJEU contract notice and released the networking PQQ documents on 5 July for return on 5 August.

IT-Related Accessories and Parts (ITRAP)
Quadrant Visual Solutions stopped trading in June 2013 and have appointed insolvency practitioners to manage the company affairs. GeM has been updated accordingly. Members are to inform Andrew Grover at SUPC, who has details regarding the insolvency company, should they have any outstanding orders or other remaining matters with the company.

Contracts management at SUPC for this framework will change to Neil Robertson during summer 2013, but Andrew Grover remains the contact at SUPC at this time.

PCs with Apple Operating Systems
Howard Allaway (HEPCW) is gradually transitioning Contract Manager responsibility from Norman Coulbeck, who will be retiring from Cardiff University.

Telecommunications inc. landline and mobile (GPS)
The next aggregated GPS procurement exercise for mobiles now stands at over 40 organisations including seven from the higher education sector.
The timeline to award is in January 2014. The procurement will be
developed to admit any customer, regardless of their current
contractual commitment to participate. The Telephony Services OJEU
is to be released imminently.

A Public Services Network Procurement Workstream Engagement
document has helped to establish the workstream teams, who will
undertake the market engagement, to determine how they meet the
objectives. This has been divided up into following seven distinct
areas: WAN & LAN; Gateway; Voice Lines and minutes (traditional
voice); Mobile; ISP & content filtering; Contact centre services;
Communication services (Hosted IP Voice and Unified Communications).
The workstream leaders are now looking for representation from right
across the wider public sector to provide information, undertake sub-
workstream activity or simply to feed in their views.

SMS Text Messaging Service (JANET)
The self-provisioning tool is now available to allow the purchase of
SMS credits online. The re-branding of the Janet txt website to reflect
new Janet branding, marketing collateral and user accounts has also
now been completed.

3G Mobile Broadband (JANET)
The planned contract extension for an additional one year, with the
possibility of an additional second year, is in final legal review.

Janet Telephony Purchasing Service (JANET)
The Janet Telephony Purchasing Service will enable Janet(UK) and its
customers to easily purchase value for money and technically sound
telephony services and associated equipment, that has been checked
and tested in combination with the potential customer’s network. The
DPS will enable new suppliers with new technologies to enter the DPS
throughout the lifetime of the DPS.

The service went live on 1 July; the first supplier has been accepted on
the service, with others in the process of being connected. Queries
should be directed to telephony@ja.net

Software Licence Resellers
Some deals through Eduserv agreements are now starting to be
placed. There are a small number of further competitions taking place
through the request for quotation facility on GeM.

Legal Services
A Legal Commodity Group was held on 17 June, with the first part
focusing on a potential collaborative, cost-saving opportunity for legal
services.

Following a discussion at the last Legal Commodity Group on 17 June,
LUPC is preparing a recommendation on legal services for after July
2014, when the existing LUPC framework comes to an end. This was
presented at the following Executive Committee meeting.

Successful seminars from the employment and one-stop-shop firms
took place in late May/early June, with high attendance levels and very
positive feedback from participants. We will be setting up further
seminars for the autumn.

Temporary Agency Staff
The Tender Working Party held its first meeting on 21 May to plan the
re-tender of the LUPC Temporary Staff framework. The Group agreed
the overarching structure of the new framework and also opted to
expand the scope of the framework to cover an additional lot for direct
temping and some coverage of permanent recruitment within the
individual lots.

The framework is expected to start on 1 March 2014. The last set of
framework meetings with suppliers on the existing framework are
arranged for late July and early August. These will be an opportunity to
alert them to the upcoming tender process for the new framework.

Occupational Health
An OJEU Notice and PQQ documentation for the LUPC Occupational
Health framework were issued on 4 June and responses were received
from 12 bidders in advance of the deadline on 5 July. The Tender
Working Party is now in the process of evaluating the PQQ responses.
It is then intended to issue the Invitation to Tender documentation to
shortlisted providers on 5 August, keeping us on course for framework
commencement on 31 October 2013.

TRAVEL

Business Travel
A sourcing strategy is being drafted and a meeting is scheduled
for August.

Airlines Route Deals
• Contracts have been signed with Air China, Etihad, Malaysian, Qantas,
  Singapore Airlines, Easyjet, Qatar, AeroMexico and Cathay Pacific;
• Final Excel worksheet for each airline’s fares, and their fares available
  with our TMCs, available on GeM;
• LUPC and Barringtons International met with Etihad, Malaysian,
  Easyjet, Qatar and Cathay Pacific about marketing;
• LUPC to report back once data on first month of available fares
  received from Barringtons International;
• Phase two due to start in August; this will cover American
destinations.

Taxi Services
Twenty-three tender submissions were received in response to the ITT.
Award is expected by 1 September 2013.

Could your childcare voucher scheme work harder?

Most universities and colleges have had a
childcare voucher scheme in place for years,
but many are not getting the support they need
– and they’re paying over the odds.

Not all childcare voucher providers are the same.
Sodexo has an average of 30% more
employees claiming vouchers than the rest
of the industry, based on HMRC figures.

Book a FREE health check for your scheme at
www.sodexomotivation.co.uk/lupc
LIBRARY

Books
SUPC is on the verge of awarding the new National Books Agreement, to start on 1 August 2013. The standstill period has been completed, and agreements are in the process of being signed. The framework has an initial term of two years to 31 July 2015, with the option to extend for a further two years. The list of suppliers per lot is as follows:

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Lot 1 English Language Books</th>
<th>Lot 2 E-Books</th>
<th>Lot 3 English Language Standing Orders</th>
<th>Lot 4 European Language Material</th>
<th>Lot 5 Sales to Staff and Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>123 Doc Ltd</td>
<td>🍀</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Askews and Holts Library Services Ltd</td>
<td>🍀</td>
<td>🍀</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blackwell UK Ltd</td>
<td>🍀</td>
<td>🍀</td>
<td></td>
<td></td>
<td>🍀</td>
</tr>
<tr>
<td>Casalini Libri SpA</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>🍀</td>
</tr>
<tr>
<td>Coutts Information Services Ltd</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dawson Books Ltd</td>
<td>🍀</td>
<td>🍀</td>
<td></td>
<td></td>
<td>🍀</td>
</tr>
<tr>
<td>EBSCO Industries, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EBL - Ebook Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Smith’s</td>
<td>🍀</td>
<td>🔴</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ProQuest</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>🍀</td>
</tr>
<tr>
<td>Tomlinsons Book Service</td>
<td></td>
<td>me</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

General Library Supplies
The framework has been extended for its fourth and final year to 30 September 2014.

OFFICE

Multifunctional Devices and Services
A meeting was held on 20 June with SUPC, NEUPC and HEPCW about the GPS agreement, notes also distributed to NWUPC.

A New Senior Category Lead for Office Solutions has been appointed at GPS and already progress is being made with MI and future attendance at Agreement Supplier Reviews.

Office Supplies
NWPCSS met on 20 June. It was agreed by all at the meeting that the Agreement Manager will inform Office Depot and XMA that they will, where available, supply the HP CSKU instead of the HP Original, as the only difference is the images on the packaging. E-commerce systems also need to reflect this. Marketing will be provided by all consortia, Office Depot, XMA and HP, to flag up that the difference is just the packaging, and the products remain the same.

Recycled and Virgin Paper
A new agreement has been awarded to eight suppliers for the LUPC region. A Buyer’s Guide, contract notice and geographic coverage are available on GeM.

Postal Services
NEUPC is hoping to create a pre-tender strategy document ahead of the next procurement using input from Postal Group (PG) members. The PG has been asked for their availability for a meeting to be scheduled in the autumn.

LABORATORY

Laboratory Consumables and Chemicals
The Tender Working Group met on 5 July in Birmingham.

Molecular Consumables
Bill Martin has re-joined The National Institute for Biological Standards and Control (NIBSC), so the new Agreement manager for Public Health England is Colin Southwell.

Laboratory Gases
The national helium situation continues to improve with a significant increase in supply availability later in the year due to new sources coming on stream. An appropriate press release was circulated to all purchasing and Laboratory Group members on 11 July.

Rob Boardman has now taken over from Ken Hirons at BOC as the Agreement Business Manager to work alongside Colin Middleton.

INSURANCE

A meeting amongst sub-group members is being organised to discuss the matter of US-sanctioned territories with Travel and PA insurer to the group, AIG. Although the matter pre-existed, a perceived lack of awareness could have serious ramifications for universities as academics could potentially visit countries sanctioned by the US. For now, most Members are issuing a covering letter to academics to remind them of the present regulations.

OTHER ACTIVITIES

Website
LUPC is waiting for functionality on the new website to be built in before testing the site with LUPC staff and Members. The site will now launch in autumn 2013.

Spend Surgeries
Scope 3 carbon emissions reports were sent to all Members in June.

Four Spend Surgeries have been undertaken with Members to date, giving Members the opportunity to improve their data classification and identify areas for further collaborative spend.

(Correct as of July 2013)
Boot up your IT purchasing

Lise Foster tells Linked how the National Desktops and Notebooks Agreement (NDNA) has benefited her institution.

Last month saw the start of the new National Desktops and Notebooks Agreement (NDNA), tendered by LUPC on behalf of the regional purchasing consortia. The agreement is again let on a three (+one) year basis and split into three Lots: Desktops (Lot 1); Notebooks (Lot 2); and One-Stop Shop (Lot 3). See page 6 for full details of suppliers.

LUPC interviewed Lise Foster, London South Bank University (LSBU) Operations and Customer Services Manager for ICT about her institution’s use of NDNA:

How has your institution used NDNA to date?

We started using the agreement in 2012 to help us select a supplier for PCs to the university. We selected Viglen from a strong shortlist. The NDNA helped us by providing a list of suppliers we already knew could meet our needs and offered a shortcut through our procurement processes.

What are the key challenges for IT in your institution and how have you used the framework to overcome these?

Our key challenges are around getting excellent value for money, responsive customer service in tune with our needs and reducing the variety of equipment in use at the university so we can standardise our services. This helps us reduce costs and offer more focussed services.

What savings has LSBU been able to achieve through using the framework?

It’s hard to quantify exactly as the number of PCs bought each year varies and the price varies according to variables beyond our control or the suppliers. But reporting by suppliers to LUPC shows London South Bank University spent just over £500k on PCs in 2011/12, which equates to a typical saving of just over £70,000.

What are the added value benefits?

Visits to the factory and training for our staff are useful, as is the ‘Gold card’ helpline (which gives a response within 40 seconds and direct access to Viglen’s most senior and experienced engineers). We’ve also benefitted from extended warranties from the supplier and loan equipment for trial and assessment.

Are wider institutional buyers using the agreement outside of Procurement?

All PCs are bought via Viglen using the university’s central ICT team as an intermediary to vet exceptions, control institutional costs and manage installations.

How have you found working with your current supplier?

Viglen have been easy to work with and efficient. We have experienced very few equipment failures; they offer good quality equipment and flexible provision.

A word from the supplier...

Viglen utilise the NDNA agreement to supply our customers with the purchase and support of Viglen desktop and Toshiba mobile computers. With a market opportunity of approximately £310 million, this agreement represents a significant opportunity for Viglen.

The NDNA framework is managed by a commodity group made up of customers representing the six regional purchasing consortia. This diversity brings best practice thinking to the NDNA and vendor community. LUPC’s Contract Manager brings the vendor and customer stakeholders together to support the sharing of knowledge needed to manage change successfully, deliver stability and improve service. In fact, many of Viglen’s new products will take some influence from member feedback before the finished design goes into production.

This group works with the NDNA members and vendor community to build on the benefits of previous agreements. This new agreement represents improved pricing, enhanced warranty arrangements and continued service focus.

Bordan Tkachuk – Viglen, Chief Executive Officer
We believe it’s time to take LUPC to the next level. It’s time to step up our value offering for all our Members across London’s higher education, arts, sciences, research and cultural sectors. We want LUPC to evolve from a professional buying organisation into an engine for generating real value for its Members. We want to work closer with individual Members, understand and anticipate their requirements and offer better services to support them in their procurement.

Our Board has approved a new strategy that will do just that. One aim will be to support our Members in higher education who are striving to attain the ‘Diamond Report’ targets, but our strategy recognises that each Member’s primary driver is to achieve best value and results for their own institution.

We’ll offer new services to Members and, as a member of Procurement England Limited (PEL), the vehicle established by English HE purchasing consortia (see page 5), we’ll deliver a programme to improve procurement throughout England. The benefits of the strategy will be valuable to all Members and this principle will be followed through into the work of PEL.

Our strategy was prepared following a workshop involving a group of Members, staff and procurement consultant, author and commentator, Peter Smith. It was also prepared in response to our Members’ Survey, in which Members expressed interest in more tailored, individual contact with LUPC through a dedicated account manager, building relationships with managers in disciplines other than procurement. Members also wanted access to clearer information on our website, a low-cost spend analysis tool and more networking events.

“A one-size-fits-all approach is unlikely to work and we’ll tailor our services to our different Members’ needs.”

Widening our reach
We’ll widen the reach of our support and influence across the membership. This will include engaging with Members in new ways, seeking their participation in collaborative procurement across all spend categories.

Key to this is building relationships with more managers, budget-holders and other key influencers across Member institutions. By working with and through our traditional procurement contacts, we’ll work out how to reach those non-procurement staff in institutions that control the largest spend areas such as IT, estates, HR and libraries. This’ll mean we can prioritise those spend categories where potential for growth and savings is greatest.

Engagement will be at the heart of our strategy and we’ll invest in additional resource in order to enhance our work with Members. A one-size-fits-all approach is unlikely to work and we’ll tailor our services to our different Members’ needs.

Key enablers
Our strategy identifies four key enablers required for its success:

Category Management
We’ll increase our activity in three ways: Increasing take-up of existing agreements; deepening engagement with Members who are not currently using available frameworks; and broadening our offering with new agreements or alternative approaches (e.g. ‘local’ framework agreements).
We’ll also improve our performance in the sustainability arena. Supported by the Sustainable Procurement Centre of Excellence (SPCE), we are seeking to achieve Level 3 of the Flexible Framework - a self-assessment mechanism that allows organisations to measure and monitor their progress on sustainable procurement over time - by December 2014.

We’ll also work with suppliers to widen the range of goods manufactured in conditions that meet the Base Code of the Ethical Trading Initiative. Many Members support their local communities and we’ll work with those Members where procurement from local enterprises is identified as part of their own agenda.

We’re launching a new, chargeable mini-competition service designed with higher-value transactions in mind. We’ll also provide low-cost, high-quality procurement consultancy to Members to meet a range of short-term needs.

We know better value can be achieved where Members commit to purchase given volumes of goods or services before LUPC goes to market, either to establish a new supply agreement or call-off arrangement. We’ll explore those categories that offer the best potential in this regard.

**Data**

We’ll undertake further work on data to achieve a clearer picture of developing collaboration and to measure more accurately how supply agreements are utilised.

We already offer free spend surgeries exclusively to Members, encouraging them to verify data and helping us understand their procurement patterns. Recognising the value of spend analytics, our Board has now established a fund of £25,000 to enable Members to integrate basic spend analytics into their own procurement operations.

**Stakeholder management and involvement**

This is at the heart of our strategy to add value for Members. We’ll engage with staff in Member institutions at a number of levels and across functions with the aim of increasing take-up from existing agreements, identifying new opportunities and helping local procurement teams gain influence in hard-to-reach spend categories.

A stakeholder engagement strategy – with different approaches ‘stratified’ by stakeholder group – will be developed with realistic objectives.

“**Working with our procurement contacts, we’ll aim to reach those non-procurement staff that control the largest spend areas.**”

Firstly, we’ll look to Members already fully engaged with LUPC to help us engage with others, putting Members in touch with each other and developing more interactions to promote new collaborations.

We’ll also introduce formal operating agreements with individual Members. As a matter of principle, we won’t try to by-pass local Procurement teams, but will work with them to find ways of removing barriers. We’ll also build closer working relationships with groups such as the Association of University Directors of Estates (AUDE) and the Association of Heads of University Administration (AHUA).

Finally, we’ll also look to understand what drives spend outside of local Procurement functions.

To support this activity, we’ll establish a second fund of £25,000 to support Members who wish to undertake Procurement Maturity Assessments, while our Executive Committee will consider nominations for HE Procurement Academy scholarships for individuals working in Member institutions.

In 2014, we’ll follow-up our highly-acclaimed inaugural conference and exhibition with a more ambitious event designed to broaden its appeal.

**LUPC structure and skills**

To enhance Member engagement, we’ll recruit up to two Business Partners to work alongside Members opening doors, building networks and creating the conditions in which collaborative procurement will grow and thrive. We’ll also introduce a customer relationship management system to record and share Member contact, which our Business Partners will use to bring together groups of Members with similar procurement plans.

We’ll support employment opportunities for London students, by investigating the potential for a programme of paid internships with our suppliers. We’ll also take on our own student intern, beginning in 2013-14, to work as part of the strategy implementation team.

Finally, LUPC will launch a new website in 2013 that will offer better inter-operability with the GeM database and easier access to information about our agreements and events. A forum-style interaction will allow Members to browse opportunities for collaboration posted by other Members, both inside and outside LUPC agreements.
Managing your facilities is about much more than just the balance sheet. It is about investing in the way employees and customers interact with your company and embody your brand.

At the core of this are people and processes. Understanding the key role a facilities team has to play in enhancing customer or student experience of the environment is the first step. This is why developing an integrated team that are focused not only on service, but on the way that service delivered, is key.

The benefits of this innovative, joined-up approach were investigated in research undertaken by Interserve and Sheffield Hallam University (Facilities Management: An Industry Wide Perspective 2012). The research found that cost reduction remains the key driver for facilities, and that innovation in service delivery is only being achieved in just over half of cases.

This innovation is key to improving the services provided. For instance, Interserve’s continuous improvement approach continually reviews and improves services through a lean-thinking mentality. It analyses customer needs, designs services around these needs, implements the ideal solution and measures effectiveness, efficiencies, quality, timeliness and productivity.

This process constantly enables clients to benefit from improved ways of working - not just to reduce cost as might be expected, but also to add value and innovation; have better access to technical expertise; improve management information; and focus on core activities.

Working strategically with education and community institutions is key. This relationship delivers the support needed to realise both initial savings and to achieve more innovative, flexible and sustainable cleaning and security services in the long term for these varied and dynamic sites.

However, it is the people on the ground that will ultimately deliver these improvements. Your security guard or cleaner can often be the first point of contact for your customers. And it is their behaviours that are instrumental in shaping your customer’s experience and perceptions.

By adopting a one-team approach, ensuring staff are trained to the appropriate standards and always put customers first, you as an institution benefit from enhanced brand perception, where the services delivered by your contractor are aligned to the goals of your organisation.

The National Portrait Gallery, an LUPC Member, has benefitted directly from this approach. Each member of the Interserve team employed to manage their facilities receives site specific training, not only to familiarise themselves with the unique needs of managing such a historic building, but also to learn more about its art and culture. As a result, teams are able to deliver a more comprehensive service, which takes into account the needs of both the client and visitors.

On multi-site contracts, facilities provision needs to be closely aligned so that the same level of service is provided in each location and users receive the same positive impression. For instance, at the University of Greenwich over 70,000 square metres of estate is managed by Interserve, split across many different locations. It is the service provider’s role to ensure that cohesive support is offered across each campus.

With this in mind, facilities services can play a pivotal role in making such surroundings distinctive. A collaborative approach with service providers can help to provide a leading edge for higher education institutions, as well as museums, art galleries and other not-for-profit, public and third-sector organisations.

Tony Sanders is Managing Director (Commercial) at Interserve (www.interserve.com)

Interserve is the only approved supplier to Lot 3 of LUPC’s Cleaning and Security Services agreement (Lot 3, Combined Services). For more information contact Suzanne Stokes, Contract Manager, stokes@lupc.lon.ac.uk, 020 7664 4838.
Support for working parents

The rising cost of holiday childcare is a strain on working parents, but employers can help staff make the most of benefits available to them.

The rising cost of holiday childcare is putting a strain on parents who work in universities. The Family and Childcare Trust’s Holiday Childcare Costs Survey 2013, published in July, revealed that the average cost of school holiday childcare has risen by 9% compared to last year, now averaging nearly £110 per week. This understandably puts a huge pressure on working parents. Most employees working a five-day week receive around 28 days of annual leave per year. Compare this with 13 weeks of school holidays and it is easy to see why so many families are struggling financially.

In addition to this, the report shows that most local councils in England, Scotland and Wales have had their childcare budgets cut, and two-thirds are not providing sufficient holiday childcare in their area (despite their legal duty to do so under the 2006 Childcare Act).

As a result of this, many staff are turning to grandparents (26%), friends and neighbours (7%), other relatives (5%) and older siblings (4%) to take care of their children while they’re at work. And whilst this may be a good temporary solution for parents, regularly relying on friends and family can put a strain on those relationships and could easily become a burden, causing unnecessary stress for all involved. Many working parents would prefer to take unpaid leave than inconvenience friends or family, but this is by no means an ideal solution for a parent struggling financially, or indeed their employer.

So how can universities and colleges better support working parents among their staff?

Childcare vouchers currently help around half a million working parents save over £900 of tax and NI each year. But whilst most universities and colleges have had a childcare voucher scheme in place for years, many are not getting the support they need from their childcare voucher provider and are struggling to communicate the benefits or address misconceptions among their staff.

As a result, thousands of eligible families are missing out on up to £1,866 of tax and NI savings, which could be the difference between being able to afford holiday childcare or not. Some childcare voucher providers, such as Sodexo Motivation Solutions, offer a free health check of your scheme to identify ways to improve the communication of your scheme.

It is also worth noting that some childcare voucher providers offer additional discounts and savings on day camps and activity holidays at no additional cost, helping working parents’ money go even further.

By selecting a childcare voucher provider that puts priority on scheme growth, employers can ensure that all of their eligible employees are making the most of the savings available to them, and save themselves unnecessary stress, hassle and time trying to find cover for staff taking unplanned or unpaid leave.

Employers should be aware of changes to the scheme in 2015; in its consultation on Tax-Free Childcare (closing in October) the Government confirmed its intention to close the current childcare voucher scheme to new entrants in autumn 2015. However, working parents that join the current scheme now will be able to choose the system that works best for them when the new rules take effect.

LUPC Members have access to a collaborative agreement for Child Care Vouchers, of which Sodexo is the sole supplier. As an LUPC Member, you are entitled to use the scheme for a management fee of just 1%. For more information visit www.sodexomotivation.co.uk/lupc or call us on 01276 418899.
The HE sector faces unprecedented cuts, with the latest data from BIS showing reductions in expenditure of £150m in 2013/14, rising to £285m in 2014/15.

Institutions are also facing increased competition, not only for home and international students but also from new entrants to the market, the rise of the Massive Online Open Course (MOOC) and competing for other grant funding and private sector investment. This means that cleverer procurement is needed to free up resources and contribute to making the student experience even better.

Part of driving efficiency is giving the procurement function a more strategic role within institutions, so there is greater visibility of what is spent and savings can be identified earlier across the whole spend profile. It’s also important to break old habits and innovate so that savings contribute directly to the bottom line.

Universities do not have a free hand in procurement. The (soon to be replaced) Public Contracts Regulations 2006 are driven by EU law and apply to the vast majority of institutions.

So, what practically can be done to innovate in procurement?

Generally, buying in bulk results in a lower cost per unit. A recent report from Universities UK, Efficiency and Effectiveness in Higher Education (aka the ‘Diamond Report’), recommended an increase in collaborative spending to share costs. LUPC’s frameworks, for example, continue to generate very significant savings for the institutions which are using the arrangements.

There are a variety of other ways for universities to buy collaboratively which are compliant with the EU procurement rules. The simplest model is for one university to act as a Central Purchasing Body (CPB) and purchase on behalf of itself and others. CPBs can be used for both one-off purchases and the establishment of framework agreements, dynamic purchasing systems or e-auctions.

Sharing services is the next step on the horizon. This is where one university runs a service or function for another institution. Typical services being considered in the market include HR administration and payroll. More innovative services may include student registry services or executive functions.

Important considerations are clarity over what services are being shared and the required specification, key performance indicators, VAT/tax, EU procurement, employee issues including transfer of staff, property issues, assets, treatment of intellectual property and data protection (particularly if an offshoring model is proposed).

One new flexibility is the cost sharing group model introduced by the Finance Act 2012. Under this structure, independent entities (such as universities, but not private sector suppliers) can form a cost sharing group (CSG) which is a separate legal entity and which can provide services to members of the CSG to recover each member’s share of the cost without charging VAT. We are seeing considerable interest in this model across the sector.

Cost can also be reduced by encouraging small and medium sized entities (SMEs), charities or third sector bodies to bid for contracts. Indeed, there is now a duty on universities to consider these issues for services contracts under the Public Services (Social Value) Act 2012.

The clear imperative is to look strategically at how the procurement function works, recognising that each institution is different and has its own student needs and specific corporate objectives. One thing is certain: procurement is no longer just about the cheapest possible purchasing, but is about using buying power to improve the student experience.

**Pound for pound**

David Hansom, partner and Head of Procurement Law at Veale Wasbrough Vizards LLP, looks at how universities can generate savings through their purchasing activity.

David Hansom is a partner and Head of Procurement Law at national law firm Veale Wasbrough Vizards LLP (www.vwv.co.uk), a provider to LUPC’s legal services framework. For further information David can be contacted on 0207 665 0808 or dhansom@vwv.co.uk.
Get best value on the NDNA with DTP, HP’s Gold Partner of the Year 2013

DTP can supply HP client devices to universities on the National Desktop and Notebook Agreement (NDNA), under Lot 1 (Desktops), Lot 2 (Notebooks) and in partnership with HP Lot 3 (Managed Desktop Services).

Purchasing under the NDNA provides a best value procurement model committed to significant capital savings and providing a range of value added services. DTP has also developed a range of highly flexible service offerings to help address the operational concerns of our HE partners. These include:

- The facility to create bespoke builds using our unique online configurator.
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DTP in action at the University of Derby

Derby University needed to replace 300 end-of-life desktop devices across three of its campuses. DTP was selected as the IT partner to deliver the roll-out, as well as to provide a range of value-added pre-delivery and on-site services. The result?! Sleeker, power-saving models, with extended life cycles. All seamlessly rolled-out with minimal operational disruption.

“I would recommend DTP... nothing was too much trouble. The roll-out went so well because anything that could go wrong had been foreseen and was dealt with quickly and efficiently.”

Becca de Ville, IT Technician at Derby University.

In addition to Client Device solutions, DTP offers a complete range of IT Services through the other HE frameworks including the National Educational Print Agreement (NEPA) and National Server and Storage Agreement (NSSA).

Visit our website to read more: www.dtpgroup.co.uk/education

Contact our dedicated NDNA team to discuss your requirements and to get a quote.

Telephone: 0113 385 2698 Email: ndnabids.dtpgroup.co.uk Web: www.dtpgroup.co.uk
The second NDNA framework agreement which launched on the 1st August 2013 under contract reference K/002 is again let on a 3 (+1) year basis and split into three Lots; Desktops (Lot 1), Notebooks (Lot 2) and One-Stop Shop (Lot 3).

HP has been awarded a place on all three Lots with Misco one of their chosen fulfilment partners for Lots 1 and 2.

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INTEGRATED DNA TECHNOLOGIES
Let’s talk...

This issue, we talk to Rob Ager, Category Manager at London South Bank University.

How long have you worked at London South Bank University (LSBU)?
Just over a year (14 months).

How did you get into procurement?
I used to work in financial planning/management and spent time supporting procurement. I enjoyed the work so decided to make the switch to procurement full time. Also, I thought interpreting EU legislation seemed to be a challenge!

What do you most enjoy about your job?
The variety of work and the people. I like the fact that we can make a difference and this is particularly important in a university given the current economic climate and the increase in fees. I like to think that we are helping our students to get better value for their money.

What’s the most difficult aspect?
Probably explaining to people who just want to get on and buy something that we have to comply with rules. You can understand their frustration but it is just a case of getting them to understand what we are there for, and the benefits that we can bring about.

If you weren’t in procurement, what would you be doing?
I guess the obvious answer is sitting on a beach with a cocktail and a book! I haven’t any plans to move out of procurement just yet but I do have applying to be a magistrate on my radar.

What’s the most interesting item or service you’ve had to buy?
I led a team that set up the largest Media Buying contract that government had ever awarded – circa £250 million per year. This was highly complex with lots of stakeholders. It took about 18 months to complete and involved bidders setting up bespoke companies. Unfortunately, six weeks after awarding the contract, the coalition government placed a freeze on government advertising which meant we had to go back and re-negotiate all the commercial terms.

LSBU is a Member of LUPC – what do you think have been the main benefits of joining the consortium?
The EU compliant and cost effective procurement route. Also, the VFM aspects of going to the market as a group of contracting bodies rather than just us.

What are the key challenges ahead for your institution?
Managing expectations, improving the student experience, continually achieving value for money and achieving the 30% collaboration target.

What achievement are you most proud of (and why)?
I’d have to say passing my CIPS exams. It had been quite a while since I had sat a formal exam and some time since I had written solidly for three hours! I studied while working full-time and passed all the modules at the first attempt.

What was the last film you saw/book you read?
I am currently reading The World According to Bumble: Start the Car by David Lloyd. It explores the quirkier side to cricket while offering an insight into what he gets up to as he follows cricket around the world.

Fancy being our next Member interview? Contact: l.compton@lupc.lon.ac.uk
What could you buy with £1m?

Efficiency savings are about much more than saving money; with the right investment in professional, highly skilled and strategic procurement there’s huge potential to improve student experience and invest in additional services and products for your institution.

Universities have an impressive record of controlling staff costs; in 2011–12 these fell to 52.6% of income. But what about the next largest area of spend? Buying goods and services accounts for 35% of university costs, including spend across estates, IT, laboratories and further afield.

At LUPC, our Members saved £25.6 million in 2011-12 just by using our collaborative agreements. And the potential for further savings is still high. Just think, for every £1m that effective procurement saves, your institution could buy...

- 10,000 hours of legal advice
- 4,000 new Desktop PCs for staff and students
- 500 return business class flights from London to Beijing
- 37 cleaners working 40 hours a week at London Living Wage (per year)
- 25 Senior Lecturer starting salaries
- 18 Steinway pianos
- 5 medium-sized universities’ annual library bill
- 1 high spec MRI scanner *

*Where relevant, prices calculated using products/services covered by collaborative consortia agreements. Please note this is an illustration only and does not constitute an offer.

For more information on sector efficiency initiatives visit www.efficiencyexchange.ac.uk

To read more about how the Higher Education Procurement Academy can help support and develop procurement within your institution, visit www.hepa.ac.uk
Viglen retains its number 1 value position on the National Desktop and Notebook Agreement (NDNA) framework

Viglen was successful across the board coming out as ‘best value overall’ and awarded first place for best value on lot 1 as a manufacturer and lot 3 as the lead partner with long-term partner Toshiba, for whom Viglen is an authorised service provider.

The Viglen/Toshiba partnership means that each can specialise on what they do best, while providing single source purchasing and support. This prestigious position allows you to buy desktops and Toshiba laptops directly from Viglen without the need for additional tendering. It couldn’t be simpler: the NDNA has already done the hard work of shortlisting for you.

Beautiful, fast, fluid
Windows 8 has been reimagined to be all about you. Put what matters most right on your Start screen, and get instant access to your people, apps and stuff, so you can spend less time searching and more time doing.

Viglen Integra
The Viglen Integra is a flexible all in one PC with a compact footprint that belies its capabilities. With a footprint no bigger than a flat screen monitor, the Integra allows for versatile deployment featuring a range of configuration options with its innovative integrated design. Well suited to classroom shared access and office installation, the Integra features a height adjustable monitor stand, chassis security and easily accessible ports as standard.

- Intel® Core™ i3 Processor i3 2120T 2.60GHz Dual Core with 3MB Cache
- Windows 8 Pro
- All in one design with height adjustable display
- Intel® H61 Express Chipset
- 1GB 1333MHz PC2 10600 DDR3 Memory
- 250GB Serial ATA Hard Drive
- Integrated Intel® HD graphics
- Apps from Windows Store vary by market

Toshiba Portégé Z10t
The Portégé is Toshiba’s first detachable Ultrabook™ combining the convenience of a tablet with the functionality of a laptop. It is a powerful but portable device that easily adapts to different usage situations: the Portégé Z10t quickly transforms from an intuitive touchscreen Windows 8 Pro tablet into a traditional full performance laptop in just one click.

- Windows 8 Pro
- 3rd Generation Intel® Core™ i3 or i5 processors
- 11.6" full HD touchscreen
- Intel® HD Graphics 4000
- Up to 5 hours battery life
- Weight starting at 1.45 kg
- 3 year warranty
- Apps from Windows Store vary by market

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