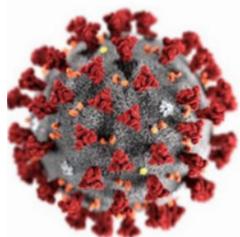




LUPC and its members step up to procure PPE for NHS



FLEXIBILITY IN A TIME OF CRISIS:
Coping with the unexpected



ANY QUESTIONS ABOUT PROCUREMENT?
Our top team advises



LEGACY OF COVID-19:
Will there be a reduction in emissions?



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MEET THE TEAM



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Don Bowman
LUPC Director

Welcome to the Spring edition of *Linked*

I hope you are all keeping well under the circumstances. This edition is online only to reduce the burden on much needed delivery supply chains and remove any risk of contamination.

At LUPC you will already be aware that the team has been working from home since 16 March and whilst we are attempting business as usual, it will not always be possible, so please bear with us on this.

I have been busy coordinating the HE procurement community response to support the NHS procurement teams who are doing a great job. The reaction to the request for PPE stock and suppliers from the sector was incredible and resulted the next day in a request for buyers from our sector to support the Cabinet Office teams.

We had a huge response with both new supply sources and generous donations from members to the central NHS stocks or to their local hospitals. We even had one person taking boxes on his motorbike direct to the London Ambulance Service HQ, good effort!

As you know, the LUPC/SUPC conference could not be delivered this year as an in-person event. We have adapted the conference programme to enable us to provide our members with webinars taking place across several dates. Our original conference date of 30 April remains a key date to deliver these sessions, with further information on other online and virtual training to be provided in due course.

At the same time, we are also busy planning for COUP 2021, which will be held at Royal Holloway University of London in September next year.

I have been proud to witness the sector stepping up to support our colleagues in the NHS and hope what we have achieved goes a little way to helping our incredible NHS through these difficult times.

We hope to see you all in the near future when things have settled down. Please do not hesitate to get in touch if we can help you out with your procurement activities in any way.

Don Bowman
April 2020



We Are Here to Help!

All HEIs are continually assessing the implications of the Coronavirus (COVID-19) outbreak, and as top ranked firm on the National Legal Services Framework, we are fully open for business and can help you with:

- support for capacity issues with remote secondments
- implications for your students
- how the situation impacts on your staff and staffing needs
- commercial advice including 'force majeure'
- how to implement legislative changes as and when they happen

For a free no obligation discussion of your legal issues, please contact Jane Byford on 07909 656 764 or at jbyford@vwv.co.uk.

www.vwv.co.uk/news-and-events/news/coronavirus



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PPE and procurement expertise offered to NHS

LUPC's director, Don Bowman, has led a coordinated effort on behalf of UKUPC, the university purchasing consortia in the UK, to procure PPE and expertise for the NHS, Government and other bodies during the COVID-19 pandemic. Equipment required so far has included face masks, alcohol hand sanitiser, personal eye protection, respirators and surgical theatre gowns, as well as disposable aprons and gloves.

The response to the initial request for assistance from UKUPC members was immense, with over 150 offers of PPE and equipment being received. These were then either directed to the UK government teams or to local NHS Trusts, as appropriate, with the vast majority being donated.

There has also been a call out for volunteer staff to help with procurement. The HE and FE sector has really stepped up, with more than 20 buyers responding within 24 hours and a team of 13 buyers (most with PPE/NHS experience) have now started working with the UK government PPE teams.

One of the volunteers, Mandy Johnston MCIPS, who normally works for TUCO, which specialises in catering procurement, started her career in the NHS over twenty years ago before moving on to UCLan and then TUCO. She says: "I used to carry out ward stock management, so I am familiar with some of the products I am sourcing."

As a case worker in the COVID-19 Emergency Supply Chain Response Team, Mandy is being given a list of suppliers, agents, manufacturers and distributors to contact to see what PPE they have in stock or can access. She is then collating the product information (lead times, quantities) along with certification, specifications, audits etc. Mandy says: "This is all part of a process to help keep the end user as safe as possible during this very trying time."

Mandy has various members of her family working in the NHS, including her sister in an intensive care unit. She says: "Any help I can offer to the NHS at this time, is time well spent. An applause each Thursday is great for all NHS and teams."

Don Bowman, says: "The response from the sector is something to be proud of, with collaborative procurement at the heart of what UKUPC stands for."

For more updates and news see our [COVID-19 Updates and Support page](#).

New senior category manager



Antonio Ramirez has joined us to replace our senior category manager, Darran Whatley, who sadly left us after 16 years to join King's College, London. Antonio has held a number of procurement roles across the BBC, Transport for London (TfL) and more recently, as interim head of procurement at LUPC member, Goldsmiths, University of London. His experience covers tendering, framework management and contract management across a range of categories.

Antonio will be responsible for the STEMEd and Laboratory category at LUPC. For further information on Antonio including his full responsibilities and contact details see [here](#).

Sharing the learning

We have now created a presentations page on our website to share the learning from conferences, meetings and webinars, including our COVID-19 webinar on 15 April. Content from our online conference taking place on 30 April will also be uploaded [here](#).

Our last heads of procurement meeting took place on 10 March. We were delighted to welcome 25 members who took the opportunity to network and share experiences.

We were joined by several speakers; Simon Denham of Denham Procurement And Sourcing Solutions gave us a great introduction to the different ways of sourcing construction projects, with some tips and ideas on how to undertake this complex task. Ashley Shelbrooke of HEPA detailed the huge range of free useful resources available to members. Stephen Creighton of TEC provided insight into the perils of buying energy badly – and how to make sure you don't! All the presentations are now available on [our website](#) and the speakers would be pleased to hear from you if you have any questions.

The meetings are an excellent way to learn from others and also share your knowledge to benefit those who are embarking on projects or managing situations for the first time.

Our next meeting is scheduled for July 7. In the event this cannot be held in person, we will find an alternative way to host this meeting in order to keep connected. Watch this space!



Kissing with Confidence

Before the lock-down, working collaboratively with UKUPC, the LUPC hosted a day focused on communication. Lead trainer, Russell Wardrop of training firm Kissing with Confidence led nearly 100 delegates through a fast-paced learning journey about emotional intelligence, presenting with impact and how to make meetings "really" work. We learned about who we fundamentally are as people and how to use those skills to benefit us in our professional lives.

LUPC will deliver more events like this in the future. We recognise that while hard procurement skills are vital, soft skills, too often forgotten about, are vital to ensuring success. You can read more about how Kissing with Confidence is adapting its business in the current climate with a "Virtual Kiss". In the meantime, get in touch with [Emma](#) and let us know how we can help you with your training needs.



Firefighting framework

The North East University Purchasing Consortium (NEUPC) has recently launched a new framework for Firefighting Equipment and Associated Services (EFM2028 NE).

The contract period runs from 24 February 2020 to 23 February 2022, with the option of two 12-month extensions. The framework is available to members of NEUPC, CPC, NWUPC, LUPC and SUPC.

The framework is split into two lots, with eight regions under each. The scope of Lot 1 includes the provision of fire extinguishers, fire blankets, storage, first aid equipment, door furniture, escape equipment, signage and wireless alarms. Lot 2 covers the provision of fire safety training and fire risk assessments.

For more information please contact [Joyce Kadri](#).

Agresso User group meets challenge

On 11 February, a group made up of procurement and systems leads from across the UK met at the University of the West of England to discuss their use of the Business World, Unit 4 procurement module. Sharing knowledge and experiences, and with Business World representatives in attendance, the group predominantly discussed the challenges of moving from Milestone 3 to Milestone 7.3 (quite a task). We learned how this can be made easier through good communication and collaboration with others. The group is due next to meet again on 2 July at Aston University and new members are always welcome. Contact [Emma](#) for more information.

LUPC & SUPC deliver first webinars

In response to the social distancing measures that have been imposed and the new home-working environment we currently find ourselves in, LUPC and SUPC have adapted quickly to ensure we continue to deliver for our members. The LUPC and SUPC annual conference, scheduled to take place on 30 April, has been converted to two days of webinars instead.

The first LUPC & SUPC Conference Webinars took place online on 15 April, enabling access by all members of the UK Universities Purchasing Consortia (UKUPC). Over 150 UKUPC members participated in the day's programme which focused on a range of issues arising due to COVID-19, providing much needed support and guidance to members during this difficult time.

The morning session included three webinars delivered by legal services framework provider, VWV, and covered guidance on PPN 01-20 and 02-20, force majeure, frustration and contract management and a VWV Q&A panel session. SUMS Consulting led the afternoon sessions with interactive presentations on successful change management and personal resourcefulness during COVID-19.

The presentation slides and the webinar recordings from the day are available on the [LUPC website](#).

The second part of our conference is taking place on 30 April 10.00-16.30. All members of UKUPC are invited to participate.

The programme covers

- The Challenges and opportunities for UK Procurement during and after the COVID-19 crisis
- Managing Cyber & Data Protection Risk for your Institution
- Getting the Most from Frameworks and Sector Resources
- Change Management Part 2: Beyond COVID-19 – Preparing for a New Normal

You can download the full programme [here](#).

UKUPC members can book [here](#) to secure a place. Please note, registration is required in order to receive the webinar joining instructions.

We will record all sessions so that those who are unable to join us can still benefit from the expertise being shared.

NEW AGREEMENTS

- Fire Alarms, Detection & Suppression Systems
- Firefighting Equipment and Associated Services
- Cleaning and Janitorial Supplies
- IT Related Accessories and Parts (ITRAP)

UPCOMING TENDERS

Please note that a number of framework tenders are being postponed due to COVID-19. Please see the commodity updates section or contact the category manager for further information.

- Web Filtering and Monitoring (expected to go live May 2020)
- Furniture supply and installation (expected to go live June 2020)
- Inter-Regional AV framework agreement (expected to go live August 2020)
- Insurance Services (Financial Lines) (expected to go live August 2020)
- Online Streaming and Training Services (expected to go live September 2020)
- White Goods - National (expected to go live September 2020)
- IT equipment disposal (expected to go live September 2020)
- Software Licence Resellers Agreement (SLRA) – National (expected to go live September 2020)
- Global Mobility Support Services (expected to go live September 2020)
- Apple (expected to go live October 2020)
- Legal Services – National (expected to go live November 2020)
- National Education Printer agreement (NEPA) (expected to go live December 2020)

DATES FOR YOUR DIARY

- LUPC and SUPC Conference Webinars 30 April 2020
- New Immigration System Webinar 14 May 2020
- Heads of Procurement Meeting 7 July 2020
- Introduction to EU Procurement Legislation 8 July 2020
- One day category event: HR 29 September 2020
- COUP 2021 7-9 September 2021.

Responsible Procurement: News



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

Eco-friendly factory on show

Elite Furniture's new £15m manufacturing facility in Goole, Yorkshire is a model of how to reduce impact on the environment. The total area of 224,254sq ft. incorporates offices, a showroom and a production site.

Elite has incorporated energy saving materials and sustainable technology within the design. The glazing of the building incorporates SN 70/35 Solar Controlled Units, allowing 70% of light and only 35% of solar heat through, which minimises the boiler-generated power requirement. The site has a 1MW biomass boiler under the Renewable Heat Incentive that converts all wood offcuts into heat for the factory with zero waste going to landfill sites.

In order to preserve the surrounding ecosystem, any rainwater that falls onto the building or hard standing areas is drained into two swales on site, which then feed into the surrounding dykes.

On top of the environmental credentials, Elite created 33 new jobs for local people and contracted local builders for the work.

We are pleased to see suppliers investing in order to have a more positive environmental impact as well as considering sustainability in their operations.

LUPC practises what it preaches

At LUPC we have developed an internal project to increase sustainability to ensure we have a positive environmental and social impact. We have planned a list of activities, some of which we carried out before COVID-19 forced us to work from home. We will continue this work when we return to the office.

- Eliminating single use plastic from the office, including moving from a bottle-fed water cooler to a water filter system.
- Implementing a clear in-house recycling programme with signs and guidance on how to recycle.
- Investing in indoor plants to help with reducing stress and air pollutants.
- Monthly news/tips for staff promoting sustainability, mental wellbeing and social activities.
- Continuing to improve our own buying practices of more sustainable products, starting with cleaning products.

Sustainability is a big part of LUPC's procurement activity, and we are looking for ways to improve our own habits and help the environment.

To access the new guide visit [here](#).



Human rights in the fashion world highlighted

Before COVID-19 took hold, the University of Greenwich and the Royal Society of Arts (RSA) hosted an event to promote human rights in the textile industry. I gave a talk about LUPC's work on responsible procurement, especially within the ceremonial gown services framework agreement.

The University of Greenwich's Amnesty International Society invited delegates to a clothes swap and led sessions on sustainability and basic mending techniques at the clothing repair station. Other sessions highlighted our impact as consumers on the environment and on humans in the textile industry.

This was followed by two simultaneous panel discussions. One panel was 'Ensuring accountability: the role of government, corporations, workers and public buyers' where I participated as a speaker. In this session, Ben Vanpeperstraete explained his work supporting the legally binding Bangladesh Accord on Fire and Building Safety. This was established as a result of the Rana Plaza disaster in 2013, in which more than 1,300 people died due to the dangerous conditions they were working in while making clothes.

Seema Joshi, an independent corporate accountability expert, talked about characteristics the textile industry shares with other supply chains, for example, products containing palm oil. She explained how supply chains are organised in complex structures that allow corporations to elude accountability. During the session, I had the opportunity to talk about the purchasing power of the public sector to influence supply chains and their responsibility to procure sustainably.

It was a positive educational event ranging from the consumer perspective to a more active role within the fashion industry for procurement professionals.

For more information about joining the group, contact **Marisol Bernal**, category manager, responsible procurement, m.bernal@lupc.ac.uk 020 7307 2765.

Eliminating single-use plastics remains high on the agenda for workplace supplier, Banner

Ian Dixon, key account manager for the LUPC Office Supplies and Equipment framework at Banner, explains how the workplace supplier reduced single-use plastics in 2019 by 30% across its business.

Discussions about how to better protect the natural environment have moved higher up the public agenda in recent years, but this issue has long been on Banner's radar.

One element in our strive to protect our natural environment was to reduce single-use plastics by 30% across our business by 2020, and I'm pleased to report that we achieved our target!

Five ways we reduced single-use plastics at Banner:

1. Removed plastic filler in our small pick parcels

We kicked off 2019 by introducing new packaging fill of recycled cardboard in our small pick parcels, of which we deliver 6,000 a week. By recycling our used or damaged cardboard boxes into shock absorbent netted material, we shred and recycle over 360 tonnes of cardboard per year.

2. Eliminated 450,000 metres of plastic packaging tape from parcels

We replaced traditional plastic packaging tape with 100% recyclable and biodegradable gummed paper tape, which is also faster to apply and gives a more consistent result. Plus, on selected carton sizes, we introduced a perforated 'rip strip' in place of the plastic strip, which means we eliminated plastic from the bases and lids.

3. Saved 10 tonnes of plastic from our packaging of paper

Individual reams of paper are now delivered without any plastic packaging because they are put into a custom made, cardboard outer during the picking process, rather than individually shrink-wrapped in plastic. We removed all plastic from the packaging and reduced damage rates, which results in fewer returns and less paper wastage – that's what we call a win win!

4. Reduced our carbon emissions

Bulk ordering our packaging cartons helps to improve Banner's carbon footprint by cutting transport emissions. We changed our daily delivery of five pallets of packaging cartons to a bulk delivery once every two weeks. The outcome is greater efficiency, less CO₂ and reduced fuel used across fewer deliveries.

5. Reduced wastage

We've reduced our cardboard wastage by utilising a wider range of different sized packaging cartons. These cartons no longer need to be cut down because there's a suitable size for most orders.

Corporate Social Responsibility at Banner

We believe it is in everyone's interests – our customers, our employees and the global communities – to dedicate our time to finding ways to ensure a more positive environmental impact. It's the right thing to do. Being protective of our natural environment will help our customers to succeed, deliver better quality workplaces for our people, and support our wider communities.



To find out about our CSR targets for 2020, please visit www.BannerUK.com/evolution and follow us on LinkedIn @Banner_1 and Twitter @Banner_1.

Banner is proud to be a strategic supplier on the LUPC framework for Office, Computer and Library supplies Lots 1 and 2. Please contact Ian Dixon directly on M: 07734 494896 E: ian.dixon@BannerUK.com



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Examining the supply chain



when companies follow up on their findings and support suppliers to improve working conditions. That is why we requested audit reports and progress plans with evidence of actions taken upon the non-compliance findings.

Graduation Attire (trading as Eves) provided two different audits from the same Chinese factory, one from early 2018 and the other from late 2019. This supplier used SMETA 2 pillar and an external third-party auditor.

This supplier provided a detailed document with photographs of the health and safety improvements in the factory addressing 7 out of 11

LUPC's corporate strategy 2018-2021 emphasises the importance of Adding Value through Responsible Procurement, so environmental, social and economic aspects are now considered in all LUPC's new tenders. We are also looking closely at existing frameworks, examining the methods and supply chains behind our agreements.

Textiles is one of the areas we have examined recently, focusing particularly on graduation gowns. They are generally produced in factories in China, Bangladesh, India, Vietnam, Cambodia and Turkey. Risks to human rights include modern slavery, child labour, exposure to chemicals and harmful working conditions.

Steps taken

We contacted all suppliers to request audit reports for their supply chains. We followed up with questions on the audit reports and asked what steps had been taken to implement changes recommended by the auditors.

Findings

We asked all suppliers to provide their SMETA pillar 2 or similar audits as we were interested in labour standards, health and safety and environmental aspects.

J. Wippell & Co. Ltd, one of LUPC's approved gown providers, is a Made in Britain member as its entire manufacturing process is all in the UK. The other three approved suppliers have their gowns manufactured outside the UK, mainly in China. Some add finishing touches to the gowns in the UK.

J. Wippell & Co. explained that it does not audit its supply chain given that all its suppliers are based in the UK and therefore must comply with UK/EU legislation and guidance. However, it does audit its manufacturing location on health and safety risks as well as assessing its suppliers using a questionnaire, including areas such as sustainability, environmental impact, equality and diversity and quality control. Since the first time we contacted the supplier, it has made publicly available its environmental policy and we suggested it makes all other policies publicly available.

The other three suppliers audit their manufacturing factories in China. We recognise that audits are only a meaningful process

non-compliance areas. It also showed an implementation plan in place at the factory with details of how it will address the remaining issues of the audit such as salary records and contract conditions. LUPC will be included in a live document in conjunction with the supplier's representative in China so that we can be updated, in real time, of the actions taken in the factory. This was an initiative by the supplier to demonstrate it is on the right path in achieving and supporting standards that LUPC is working towards. Graduation Attire will be auditing the supplier this year to check the implementations are still in place.

Marston Robing provided an audit report from late 2016. Marston assessed the factory's performance against the ETI Base Code and local applicable laws with an external auditor. The audit report showed some non-compliance issues and Marston provided a follow-up report by the same third-party auditor which showed progress made by the factory. However, Marston has changed its main supplier to another factory with whom it has worked closely since 2008. An external audit with the same auditor was already booked for April 2020 for the manufacturing site. This audit will now take place as soon as circumstances permit and the results and any follow-up shared in full with LUPC.

H Tempest carried out an internal audit, reporting on employment terms and practices, working hours, factory conditions and health and safety.

We welcome the collaborative approach and transparency shown by the suppliers and their commitment to audit their supply chains. We recognise how challenging it is to monitor supply chains, especially when suppliers are not located in the same country. However, corporations have a responsibility to respect human rights regardless of size or sector and at LUPC we will continue our due diligence to secure the best value for our members in the procurement of goods and services, without causing harm to others.

Our aim is to deliver LUPC's goal to become a leader in making ethical trading and sustainability available to our members.

Lessons learned from Cal-Comp settlement

Electronics Watch has published a document looking at important lessons from its successful campaign to gain compensation for migrant workers at Cal-Comp’s factory in Thailand. The workers had been charged excessive and unlawful recruitment fees and related costs equivalent to 30-90 days of their wages. Most workers borrowed the money, resulting in debt bondage.

The Cal-Comp reimbursement is the single largest settlement of migrant worker recruitment fees in any one company globally. Cal-Comp has also stopped hiring migrant workers until it has developed an ethical recruitment policy designed to ensure no worker pays for their job at Cal-Comp.

There are tens of thousands of migrant workers in the electronics industry and other industries in Southeast Asia who face forced labour through debt bondage and other restrictions to their freedom of movement. In Malaysia, for example, the average recruitment fees paid by migrant workers from Bangladesh, Indonesia, Myanmar and Nepal are two to three times higher than in Thailand.

The report identifies the role LUPC and

other purchasing consortia can play: “There is thus also a vital role for market actors who can create demand for and enforce high industry standards.”

Electronics Watch says worker-driven monitoring is essential to detect and address migrant worker debt bondage. Identifying the fees that workers paid and then reimbursing them should be quicker and simpler.

The report argues that companies need to devote more resources to finding solutions to migrant worker debt bondage in their supply chains.

“Companies must devote more resources to ethical and zero-cost recruitment, develop business models that reward such recruitment, and use their collective leverage to ensure expedient remediation where necessary. When the Cal-Comp remediation process is complete we hope



Photo by Vickey Goh on Unsplash

it can serve as a model to galvanise action across the electronics and other industries towards responsible business action and worker-centred solutions to forced labour in global supply chains.”

To read the full report, visit [here](#).



New online showcase

We have created a new section on our website to showcase examples of responsible procurement.

If suppliers or members would like to be featured, please look at our first example on the [website](#) and send in your proposal to [Marisol Bernal](#).

LUPC carried out a social audit of a Shield Scientific sub-contracted glove manufacturer, located in Malaysia, to check the working conditions of migrant workers.

This project is part of LUPC’s focus to be the leader in responsible procurement by promoting ethical standards across supply chains collaboratively with suppliers.



Electronics Watch has created a [Covid-19 section](#) on its website to report on the impact of the COVID-19 pandemic on migrant workers in the electronics industry. It features a video about workers in Malaysia and useful links. LUPC members are automatically affiliated to Electronics Watch.

The organisation says it has launched the section of its site: “to raise awareness of the impact of the Covid-19 crisis on the workers who are central to our health and well-being. Following our mission, we focus on workers in the electronics supply chain and what public buyers can do to protect their rights and safety even, and especially, today.”



Meet the manager

Julie Gooch, senior category manager for Estates and Facilities Management outlines how she has approached the re-tender of a framework agreement.

From the outset, I identify and engage with stakeholders. Acting on stakeholder input is key to driving the success of a framework. A strategy paper needs to be drafted, which is done through initial market research, and gathering of relevant data and information

Member involvement

Tender working parties (TWP), comprised of procurement and technical staff from our members are essential to the tender process. The TWP is set up and, where applicable, a meeting is organised with potential suppliers to obtain market feedback for consideration. The meeting will be advertised via a Prior Information Notice (PIN) to ensure the equal treatment of suppliers. The TWP is key to shaping the procurement strategy which includes the choice of procurement route and the lot structure for the framework. TWP members also help draft the specifications and are fully involved with the evaluation of the submitted tenders.

Following TWP meetings and any supplier meetings, I then draft the tender documentation which includes the instructions to tenderers, specifications, selection or suitability question criteria (whichever is applicable to the procurement route being followed), evaluation criteria and methodology, pricing documents, method statement questions, key performance indicators (KPIs), and the relevant terms and conditions.

Once the tender documentation has been produced and agreed by all members involved, a contract notice is published via our EU-tendering portal and suppliers need to respond no later than the closing date published.

The selection process

The current regulations set out several procedures that can be used, but most commonly the procedures used are 'open'

and 'restricted'. The Open procedure is a one-stage procurement process which covers exclusion grounds, selection criteria and award criteria. An Open procedure means that any organisation can respond to the advertised Contract Notice, request/download the procurement documents and submit a tender. All tenders must be evaluated in line with the methodology and criteria set out in the procurement documents.

"Having members on the working party with expert technical knowledge helps to evaluate the quality and any technical elements."

The Restricted procedure is a two-stage process. Stage One (Selection) - suppliers are alerted to express an interest to a contract opportunity by obtaining and submitting a Selection Questionnaire (SQ); this will be used to establish their capability, experience and suitability. The purpose of the SQ is to select a shortlist of 5 (or more) suppliers, which are likely to meet the tender requirements. Stage Two (Award) - shortlisted suppliers which meet the selection criteria are then invited to tender. All tenders are evaluated in line with the methodology and award criteria set out in the tender documentation. There are pros and cons to both procedures and the decision of which to use is based on the nature and complexity of the procurement.

After the published closing date, the bids are opened, and the relevant sections are distributed to members of the evaluation panel to assess and score. Evaluation of the bids is critical to ensure that the providers on the framework can perform to the required quality and provide value for money. It is important that we clearly set out in the tender documentation how suppliers will be evaluated. The pricing

structure needs to ensure that suppliers can price effectively and that it is clear for members to use when carrying out further competitions. Having members on the working party with expert technical knowledge helps to evaluate the quality and any technical elements.

Once the evaluation process has concluded, the suppliers are notified, and we enter a standstill period of ten calendar days – its purpose is to allow unsuccessful bidders an opportunity to challenge the decision before the contract is signed.

Going live

Following completion of the standstill period, we communicate details of the new framework agreement to our members and, where the agreement is a national one, to the other university purchasing consortia.

Once the agreement is set up, members can call off from the framework. Instructions of how members can call off are set out in the buyer's guide. The buyer's guide and other documentation is all made available through HE Contracts. Members who are not already registered can register on HE Contracts via a link on the [home page](#).

The agreement is overseen by a category manager throughout the life of the framework agreement. The category manager can support members through the process of calling off and will hold regular review meetings with the framework suppliers.

We are always keen for members to be involved in our tender working parties and members are invited to participate; if there is a framework tender you would be interested in working on, please contact the relevant category manager.

UKUPC offers support to members

UKUPC is able to provide increased value to the HE sector during this difficult financial time to save Universities money. There is scope for use/uptake of UKUPC collaborative agreements to expand and deliver further savings and efficiencies to institutions.

Chair of the UKUPC board, Richard Murphy and LUPC director, Don Bowman have issued a joint statement outlining the consortia's support and services to the HE sector during the COVID-19 pandemic and beyond. "As well as procurement support, UKUPC is able to provide additional value-added services through learning and development, key research and reports, and personalised procurement services to generate additional savings."

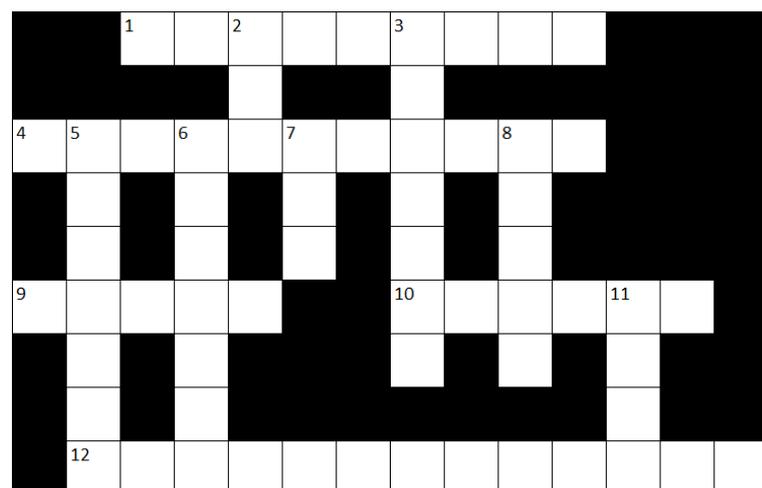


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Linked Crossword (compiled by Michael Flagg)



Across:

- 1. Assured protection (9)
- 4. The positive impact of a framework on the local economy and individuals (6,5)
- 9. Use time poorly, or dispose of this sustainably (5)
- 10. What does the S stand for in CIPS? (6)
- 12. As in the name of our annual conference, the process of working together (13)

Clues in italics are cryptic clues.

Answers to Crossword in the next edition

Down:

- 2. *Place to relax and watch Formula 1 race* (3)
- 3. *Investigate why articles break apart* (7)
- 5. No chemicals added, or carbon-based molecules (7)
- 6. Add software or set up new equipment (7)
- 7. *Place to experiment on small dog* (3)
- 8. The group of 6 national consortia, TEC and TUCO (5)
- 11. *Chaos god flies under the radar?* (4)

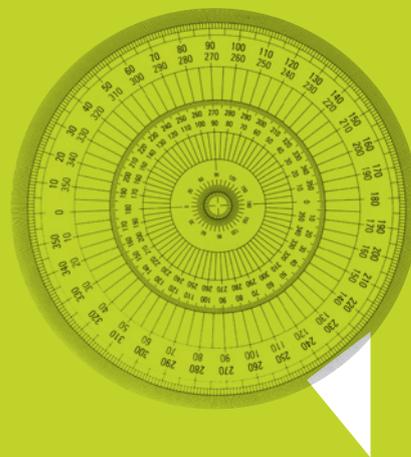
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Working From Home During COVID-19

Emma Raftery, B2B marketing manager, content and commercial, at The Phone Coop, offers tips to those experiencing working from home for the first time.



Photo-montage based on images by The Coherent Team & Claudio Schwarz on Unsplash

Disaster recovery plans which result in employees working from home often focus on fire, theft, flooding and cyber crime. COVID-19 has forced businesses across the globe to send their employees home. For many businesses an enforced closing of their doors doesn't mean their business stops. Businesses that have embraced digital transformation over the last 5-10 years have a greater chance of surviving this pandemic if their work can continue in their employees' own homes.

Before the pandemic, there were predictions that 50% of the global workforce would work from home by the end of 2020 and the rules set in place due to COVID-19 could make this a reality. A BBC 5 Live Wake up to Money analysis revealed a 74% jump in employees working from home between 2008 and 2018 – a large increase, way before countries were put on lockdown.

The Software as a Service industry has boomed to facilitate this growing market, with free and paid for software available for businesses of any size. Software such as Zoom or Skype for Business have become increasingly popular as short-term options over the past few weeks, but for businesses who see remote working in their long-term future, software such as Unified Communications, is key.

The software brings the office into your home (minus the tea runs) enabling employees to communicate, collaborate and work together on projects as if they're sat around a meeting table together.

For employees who have had home working thrust upon them and aren't used to the situation, it can be difficult to settle into a

new routine. Daily team calls are essential to ensure communication is ongoing and to make sure people still feel like they're part of a team. Voice and video calls are proven to increase productivity and reduce feelings of isolation.

Thousands of workers in this country fall into the high-risk category and have been advised by the Government to work from home for at least 12 weeks. Coupled with not leaving their house, they still face pressures of work and the worry about COVID-19.

The mental health charity Mind has been helping people working from home for years. Head of workplace wellbeing, Emma Mamo, said: "Home workers don't always have the same opportunities to connect with people as their office-based colleagues. This could result in some home workers feeling isolated or lonely."

From everyone at The Phone Co-op we hope you're staying safe and well. Our team is available Monday-Friday to discuss your remote working needs from Unified Communications to pay as you use conferencing solutions. Stay safe, stay connected and we can beat this together.

To help your team through this difficult time, find out what the charity Mind has to offer, including its Wellness Action Plans [here](#).



MIND'S TIPS FOR WORKING FROM HOME:

- ▶ Remember to take a lunch break and if you can, try to get some fresh air and go for a walk.
- ▶ Check in with your team members regularly. Working from home can be isolating so ensure you and your team have regular check-ins virtually. Make sure they're scheduled in advance and adhered to.
- ▶ Establish new ways of working. Working remotely requires consideration as to how you deliver work as a team, what collaborative working platforms are used and how you support each other through challenges.
- ▶ Ask your team to create Wellness Action Plans. This is an unprecedented time that can cause huge anxiety. You could encourage your team to complete a Wellness Action Plan and share it with each other.



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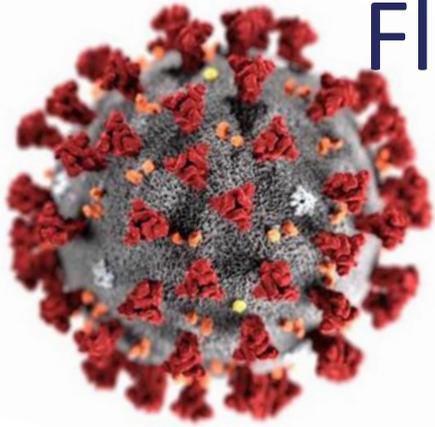


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Flexibility in a time of crisis

Emma Keenan, deputy director of LUPC, looks at some of the risks faced by organisations and some ways to mitigate or manage those risks.



Photos by Alissa Eckert, Dan Higgins/CDC. H Shaw on Unsplash

Procurement teams are now finding themselves centre stage, managing key risks associated with the COVID-19 pandemic. Never on this scale has the knowledge and management of an organisation's supply chain been so visible to those outside the function, nor so important for such a wide range of reasons.

Shortage of supply: The unprecedented demand for certain items from PPE to IT equipment and the requirement to stay at home means that we are procuring in new and different ways. As a sector we have been called upon to provide supplies of PPE stocks to the NHS, so cleaning companies and laboratories have diverted their surplus stocks.

The shortage of stocks can also have an impact on supplies our institutions continue to need. Thinking outside the box has been key. If you have a need for a product or service now which cannot be fulfilled in the usual way, are there alternative routes to market, are there alternative suppliers or are there alternative products?

As things return to 'normal' in the coming weeks or months, demand will fluctuate due to a high need for products to support businesses returning to operate in what may be a different market. It's important to consider requirements now to avoid the problems associated with stockpiling.

Cost increases: The strength of the pound and shortage of supply have pushed up costs. Some of these increases may be unavoidable, and while all the usual due

diligence should be undertaken, acceptance may be the only option. Understanding your supply chain, looking at alternative routes to market or alternative, cheaper products may provide an opportunity for longer-term savings. Consider properly the specification of your need, the age old – do we really need to buy it? Work out the longest timescales you can wait. The market is moving very quickly, things may well be different in a very short period of time.

Additionally, for those managing longer-term contracts, price reviews linked to CPI may be skewed due to data not currently being collected in the same way. Contractual knowledge is important, however, negotiation skills and being flexible with how and when price changes are applied may be key to ensuring buyer and supplier remain in a win/win situation.

Supplier failure: Sadly, but inevitably some smaller suppliers may find it difficult or be unable to continue operations. It is important at this time that payments should be made appropriately considering government advice and using common sense. Where stores are closed and previously ordered products cannot be received, consider making payments to those suppliers now ensuring that items owned are clearly marked up as yours during storage. Procurement teams should have a good knowledge of their contract register and their obligations in the short, medium and long term.

Remote working: This presents its own challenges; haven't we all been enjoying learning how to work our tech? Communication is key, some messages, usually received loud and clear by a team in an office environment will be easily missed and written language can be so easily misinterpreted in tone and meaning. Regular group updates, sharing key requirements, and ensuring we speak directly and regularly to those responsible for the variety of operations in our businesses is vital to ensure important information is not lost.

Personal skills: Last but very much not least on this list is something that I feel, is most important, empathy and understanding. Being able to consider how another party is feeling and the demands they are managing will help in most situations. This is not to say that contractual obligations should be ignored but talking through where challenges arise and working together with all stakeholders to find a solution will always provide the most favourable outcome. Those who fail to recognise this, will face the biggest risks of all in the longer term.

The LUPC team is made up of experienced professional buyers, all of whom are specialists in their areas of supply. Should you have questions about the use of framework agreements or any other matter relating to procurement now or at any other time, please do get in touch with us, we would be pleased to try to help, see contact details on page 2.

QA Your questions answered

We are launching a regular dialogue page with our members posing questions to our senior category managers. The first two questions arose at our *Meet the Team* breakfast before Lockdown.

Please send in any questions about procurement to [Nicola Hill](#) – you can remain anonymous if you prefer.



Q1 “What if a company fails Credit Safe?”

Roy Dennis, MCIPS (Chartered), senior category manager, says:

Creditsafe is an excellent free benefit to LUPC’s full members. It gives instant access to company credit reports and scores

online, allowing you to make quick and informed decisions about potential customers and suppliers before you extend them credit or award contracts, and to monitor their rating throughout the contract term.

Companies do not “fail” Creditsafe. Creditsafe’s scorecard calculates the probability that a business will fail over the coming 12-month period. The calculation is converted into an easy to understand score between 1 (highest risk) to 100 (lowest risk). We consider a business below 30 to be high risk and therefore uncreditworthy, whereas a business with a score above 60 would have a low risk of failure.

Even with a high-risk company, the failure rate is estimated at 3% which also indicates a 97% chance of continued business. What Creditsafe provides is an indicator of underlying issues. This enables you to react to declining ratings and conduct further due diligence with the supplier. Quite often the issue will be due to late submission of accounts to Companies House, or abnormal financial activity within the last submission. While you can set up your own monitoring portfolios to track your suppliers, LUPC monitors all framework providers continuously through Creditsafe and reacts to any changes that may impact the framework or our members. If there are any concerns regarding the ability of the supplier to continue to fulfil their contractual obligations, LUPC will notify members who use the supplier through our frameworks.

Disclaimer: Any advice on this page does not constitute legal advice. The information on this page is for general guidance on matters of interest only. The application and impact of laws can vary widely based on the specific facts involved. For legal advice, please consult a registered lawyer.



Q2 “What if a framework is about to run out?”

Mike Kilner, MCIPS (Chartered), senior category manager replies:

This is a question asked regularly by members. The maximum permitted duration of a framework agreement is four

years, other than in exceptional circumstances. Provided they are awarded no later than the final live date of the framework, call-off contracts can continue after the relevant framework agreement has expired.

The 2015 Regulations expressly state at Recital 62 that, “while contracts based on a framework agreement are to be awarded before the end of the term of the framework agreement itself, the duration of the individual contracts based on a framework agreement does not need to coincide with the duration of that framework agreement, but might, as appropriate, be shorter or longer. In particular, it should be allowed to set the length of individual contracts based on a framework agreement taking account of factors such as the time needed for their performance, where maintenance of equipment with an expected useful life of more than four years is included or where extensive training of staff to perform the contract is needed.”

The authority is permitted to include and invoke one or more extension periods, even if the expiry date of the main framework has passed before the first invocation takes place. The intention of the authority has to be documented clearly within its mini-competition, direct call-off or similar.

There is, at all times, an overarching requirement that authorities do not use framework agreements improperly or in such a way as to prevent, restrict or distort competition. The same holds true to the maximum period of time for the call-off. This should ideally be consistent with previous timescales associated with the goods and/or services being procured by the authority, particularly given the potential for greater scrutiny when awarded for an extended period of time, close to the expiry date of the parent framework.

LUPC publishes a regularly updated [list](#) of forthcoming and in-progress tenders, which is a helpful tool when it comes to deciding whether a particular agreement is being re-tendered and any decision around using the outgoing or new framework, for example.



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For more information please contact Philip Webster, Executive Director, Public Sector & Education.

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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:

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

Other useful contacts:

JISC www.jisc.ac.uk TUCO www.tuco.org TEC www.tec.ac.uk

AUDIO VISUAL

Audio Visual Products and Services – HEPCW, LUPC and SUPC MK
Bidders are regularly presenting questions around the issued tender, which are being reviewed and responded to by the group. The tender timetable has been significantly extended to permit additional time for effective tenders to be assembled and submitted. The new framework agreement is scheduled to start on the 1 August 2020.

Broadcasting Equipment and Integration Services MK
NWUPC is considering the need to relaunch the framework agreement to members to increase uptake. Members are reminded to work from the most current agreement when undertaking new projects and to quote the framework reference number on purchase orders.

Photographic Equipment and Consumables – National MK
Agreement spend has been impacted by COVID-19. Members are reminded to work from the most current agreement when undertaking new projects and to quote the framework reference number on purchase orders.

ESTATES & FM

Catering Consultancy Services – National JG
Contract review meetings have been taking place and are complete.

The one-day catering event scheduled for May has been postponed due to the current COVID-19 situation and will be re-scheduled at a later date.

Cleaning Services – Regional/Estates Maintenance and Minor Works – Regional/Security Services (Guarding and Reception) – Regional JG

The cleaning services, estates maintenance and minor works, and security services frameworks are to be re-tendered as one framework agreement. LUPC is currently reviewing the framework tender options and timelines due to the impact of the COVID-19 pandemic. More information will be provided in due course.

Electrical Materials & Associated Products – National MK
Edmundson Electrical has established a new, free 24-hour, 7 day a week emergency order line for customers to use when emergency materials are needed outside of their standard opening hours. Their team is able to process orders and arrange for materials to be made immediately available at a local branch or delivered throughout the UK.

Electronics (NUWPEC) – National MK
Suppliers are working with reduced teams as well as with the Government to support the NHS.

UNSPSC codes are being discussed with RS Components. Codes outside of those specific to the framework are being made available under Lot 5 (consolidation), encouraging non-compliant procurement. NWUPC is working on a solution to this.

Allbatteries UK underwent a price review in March. Its team is currently furloughed.

Floor Coverings (NEUPC) – National JG
The re-tender for floor coverings is now live with responses due at the start of May.

White Goods – National MK

Supply options remain available under this agreement with some suppliers designated as critical suppliers linked to the sectors and/or the products they supply. There are issues with the continuation of two person deliveries under the agreement due to current government guidance, with delivery drivers unable to enter buildings. This also applies to the installation of appliances. Due to the furloughing of some staff, delivery dates may be slightly longer than standard.

The strategy for the re-tender has been issued to the tender working party and a meeting held on 8 April where the strategy was discussed and the next steps agreed. A timeline for the re-tender has been established, this will be subject to ongoing review in light of current circumstances.

A PIN has been issued to engage the market and further understand capabilities within the market. [This survey link](#) can be distributed to any suppliers potentially interested in this opportunity.

ICT & TELECOMS

Computing- Desktop and Notebook Agreement - National ('NDNA') MK

Sales figures by region and OEM (including resellers) for the agreement up to and including Q2 2019/20 were shared with the working party and the suppliers as well as hosted on HE Contracts for institution visibility. Business continuity statements and CSR/Modern Slavery responses are being received and reviewed in conjunction with the agreement's suppliers.

A price review was carried out with Lenovo and commercial discussions are on-going with Dynabook (Toshiba).

An overarching statement has been added to HEC and shared with the NDNA group around the availability issues following unprecedented notebook demand since the start of March:

"As of late March, the general position is one which changes rapidly, deliveries into the channel are being made however stock is disappearing very quickly in many cases. Additionally, a substantial element of available stock is being directed at this time towards the NHS and other critical customers, which have been prioritised by the Government. For CTO (Configure To Order) devices, the brands' overseas factories are now bringing capacity towards 80-90% in most cases following a number of China-based closures during January although some components are still in constraint. Average lead-times are in the region of four weeks from time of order."

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

The new agreement commenced in early February. The suppliers are ranked as follows; XMA, Academia, Insight, Softcat, MAE, Banner and Ballicom. Banner and Ballicom are both new to the framework.

Computing - Networking Supply & Services – National MK

Suppliers have been approached for updated information on the impact of COVID-19 and responses have been broadly positive. All have been keen to promote partner initiatives to help the current way of working including Webex and working from home solutions for example.

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

Several suppliers have reported a significant reduction in sales and maintenance call outs. Their business focus has been in support of blue light customers, Government and the NHS including home printers and consumables. Some have asked for financial KPIs to be relaxed due to COVID-19 restrictions and institutions being under shutdown. Several resellers and OEMs have also decided to furlough staff with some leaving only a small number of operational staff in place. The Coronavirus supplier spreadsheet available to members has been updated with details of such measures as reported.

Xerox have acquired Altodigital and Itec Connect, who are both resellers for other manufacturers. Altodigital cannot currently accept new orders due to furloughing. Work is intended to continue on the new NEPA framework agreement. An extension is being considered due to COVID-19 and the two frameworks may run in tandem.

Computing - PCs with Apple Operating Systems – National MK

A meeting poll was recently issued to the Apple Group membership ahead of a conference call during week commencing 20 April 2020.

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

SSSNA review meetings were held virtually at the end of March and draft minutes are now available on request.

Business impact arising from COVID-19 was discussed with some vendors forecasting revenue falls of up to 80% across Q3 and Q4 within Enterprise. Others noted that some HEIs were using the opportunity of a closed campus to initiate or bring forward infrastructure works to minimise disruption.

The replacement tender will not now be ready for November, the issued PPN being used to defer into 2021. A decision is yet to be made but is part of a wider action on the National ICT Group to ensure the group can be appropriately resourced. A message to the regional computing groups was subsequently issued w/c 13/4 requesting volunteers to join the tender working party. Several technology-led discussions are required in advance including increasing interest in software-defined storage and consumption-based hyper-converged infrastructure.

Huawei's new storage promotion, which runs to 30 June, has been cascaded to the membership and provides special promotion pricing, free on-site implementation and knowledge transfer and free on-site data migration (< 300TB).

eProcurement System AR

This framework consists of a single lot and a single supplier, EU Supply. Three call off contracts have been awarded under this framework: LUPC, SUPC and the University of West London, and three other organisations are in the process of finalising their calling off processes, with several more prospects in the pipeline.

Jisc Network Equipment Framework MK

The first quarterly service review with all 28 suppliers on the framework took place during February and March. The majority of suppliers indicated that there had been minimal disruption on delivery lead times due mainly to healthy stock levels of most equipment. Non-standard/bespoke equipment would be more impacted in terms of lead times. It is expected this position would be likely to change. The biggest concern was with the fluctuations in the dollar/pound exchange rate, which was affecting quote validity times.

The uptake on the new framework has been healthy. A total of 51 different organisations have made purchases via the framework to date.

The next scheduled service reviews are due to take place in mid-May to cover the Feb-Apr quarter.

Jisc Telecommunications Framework MK

A total of 28 different customers have placed orders since the start of the framework, almost one quarter of these received in the last three months alone.

Service reviews for the previous quarter were undertaken via email updates; the next service reviews are due to take place in early May.

Jisc Vulnerability Assessment Services (VAS) Framework MK

The first VAS framework has now ended, and award letters have now been issued as part of the procurement exercise to replace it. Contracts have been sent out to the three successful suppliers and it is expected that the replacement VAS framework will commence w/c 13 April.

The new framework contains lots for; Vulnerability Assessment Services, Supply of Vulnerability Assessment Tools, and the Supply and Support of other Vulnerability Assessment and Scanning Solutions.

Jisc Web Filtering & Monitoring Framework MK

The current framework is due to expire on 10 May 2020. The re-tender is underway with the evaluation of the supplier responses taking place. It is envisaged that the new framework will be in place to provide a seamless transition once the current framework expires, actual start date to be confirmed.

There will be two Lots on the new framework; one for where the architecture is predominantly cloud based and the other for where the architecture is predominantly local appliance based.

Jisc Simulated Phishing Service and Associated Training Framework MK

The current framework has one year left to run and work on the replacement strategy for this framework will take place in the second half of this year.

The framework to date has been used by 51 different organisations with a steady and even spread across the three years of operation.

Software License Resellers (SLRA) – National MK

The SLRA framework will need to be delayed from starting in September until December, which is permissible under the originally advertised notice.

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 latest UK Government Modern Slavery Statement reiterates that "Electronics Watch's work has led to workers in government supply chains being reimbursed for recruitment fees they paid. A wide range of partners across the public sector, other governments, academia, businesses and non-governmental organisations (NGOs) have been crucial to the ongoing development of our approach to tackling modern slavery in government supply chains, and informing the content of this statement."

The National ICT Group is now arranging bi-monthly calls with the last held on Friday 3 April.

Electronics Watch hosted a webinar on 15 April around the updated and expanded Electronics Watch Code of Labour Standards before its release. The new Code includes sections on occupational health and safety and the environment and updates to ensure compliance with new international standards, including the ILO convention on violence and harassment at work. The public sector community can still contribute comments to the Code by 1 May.

"Mining issues in the electronics industry supply chain relevant for public tenders – legal perspectives and recommendations" is the topic of their next webinar, which is being held at 10am UK time on 28 April. The webinar will provide ample discussion possibilities for participants and will cover:

- the challenges mining issues pose for public tenders and how to work through these challenges;
- the role and use of the OECD Due Diligence Guidance for responsible mineral supply chains;
- possible approaches: mining issues in selection criteria and contract performance conditions.

Registration for the webinar can be found [here](#).

ITS1024AP Online Streaming and Training Services

APUC is currently working on a framework agreement for online training streaming services and seeking members wishing to be involved in the procurement, which has two strands:

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

ITS1028AP - Library Management Systems & Associated Services

The evaluation process has been undertaken and the standstill period was completed 15 April. APUC is working on the award process and awaiting sign-off on the Ts&Cs from all suppliers. A Buyers Guide will be available shortly.

The current IT Equipment Disposal has been extended for now until 30 April 2020. Sarah Dye at NWUPC is hoping to send out the new agreement's draft ITT documentation including updated Ts&Cs to the National ICT Group shortly.

LIBRARY

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

An LUPC-SUPC meeting was held with the LUPC Library Group in February. It was the first meeting with both new leads, Roy Dennis and Gavin Philips (SUPC) present. A productive meeting set out the priorities for 2020, supplier credit scoring, and future meetings.

OFFICE SUPPLIES & EQUIPMENT

Office Supplies – National JK

Supplier review meetings were arranged in March. Suppliers are arranging home deliveries where required. Gresswell (Demco Europe) is now part of WF Education Group.

PROFESSIONAL SERVICES

Ceremonial Gown and Photography Services—National JK
This agreement has been extended until 2022, details have been updated on HE Contracts. Suppliers have confirmed that the current situation has very little to no impact on supplies and their supply chain.

Debt Recovery Services – National RD
Service review meetings have been planned and questionnaires are being prepared for member feedback (more information to follow directly to members). Feedback is welcomed, please contact **Roy Dennis**.

Financial Services— National (NWUPC Led) RD
Deloitte have now been added to this framework agreement and HE Contracts updated to reflect this. Discussions are ongoing with Mazzars, NWUPC expect these to be concluded in April.

Global Mobility Support Services – National (NWUPC Led) RD
NWUPC commenced research on the new framework agreement and plans to replace the existing framework by 30th September 2020. Participation in the tender working party (TWP) and feedback has been sought from members, with replies requested by 31st May.

Insurance – Regional MK
Weekly conference calls between LUPC and Gallagher have been taking place.

A PIN for the Financial Lines renewal was published by the Journal on 14 April ahead of discussions with the market. RSA is expected to formally respond shortly on the request for a short extension. LUPC and Gallagher will commence work on the ITT after the Easter period.

In light of COVID-19 and the financial impact on the HEI sector, RSA also requires additional financial and operational information to be able to underwrite the D&O Liability policies in this year's renewal.

With a high number of COVID-19 claims to resolve, uncertain travel patterns and the roll-out and implementation of Another Day's Risk Management tool-kit across the group, the PA Travel tender may be deferred to 2021.

RSA are likely to present indicative terms on its main lines by the end of April, which will precipitate a decision.

The property and casualty lines insured via ZM are expected to renew on existing ratings.

AIRMIC is holding weekly, COVID-related seminars at 10am each Monday. The role of brokers and Mental Health and Wellbeing has already been covered. Cyber related issues and Crisis Management & Business Continuity are topics in the pipeline.

Occupational Health Services – National RD
Service review questionnaires will shortly be sent to members to provide feedback on the agreement.

STEMed & LABORATORIES

Gases (IUPC) – National AR
A draft of the procurement strategy for the framework re-tender was sent to the tender working party for comment on 19 March.

Although the current and only framework extension period will end on 21/10/2020, SUPC is looking to extend this agreement by up to 12 months beyond this date, due to disruption caused by COVID-19. The intention is to continue working on this tender broadly within the original timeframes, and award the framework once the situation has stabilised, potentially during the summer of 2021.

General Laboratory Equipment, Supply/Installation – National AR
The OJEU contract notice and ITT for LAB5060 LU was published on 29 February, with the returns due back on 16 April, with award scheduled for the 29 May. During the response period, tender communications indicated significant market interest, however some bidders started to express concern that the growing COVID-19 pandemic was affecting their capacity to meet the tender response deadline (16th of April), in addition to distorting the pricing and generating lack of pricing commitment from the supply chain.

Bidders advised the lack of bid resources and communication issues with supply partners as key impediments for them to bid within timescales, with some advising they'd have to withdraw from the process if the deadline was not extended. Due to this situation, LUPC decided to

suspend the tender process for a year, with a view to recommence the tendering process in early 2021. Suppliers were notified of this on 27 March via e-tendering portal, EU Supply. No negative comments have been received from the suppliers.

Laboratory Consumables and Chemicals - Inter-Regional (IRLA) AR
The STEMed group is working to ensure that framework rules are followed when engaging with framework suppliers.

Laboratory – High Value Laboratory Equipment AR
Discussions are ongoing to ensure framework suppliers adhere to the framework's T&Cs.

Other Laboratory – Updates

The STEMed strategy group is due to meet in May 2020, this may now happen online. One of the topics for this session will be to consider how the frameworks in scope can be designed to increase SME involvement. An organisation called GAMBICA (the Trade Association for Instrumentation, Control, Automation and Laboratory Technology in the UK) is engaging with SUPC on this topic.

A meeting with APUC was due to take place during Spring 2020 on supply chain mapping of laboratory consumables and chemicals. LUPC will explore how our recent glove audit results might contribute to this work.

NEUPC published the Life Sciences Reagents, Kits & Consumables

NEUPC published the Life Sciences Reagents, Kits & Consumables framework agreement ITT on the 15th of November 2019. The framework commenced 9 March 2020, and the initial term ends 8 March 2023, with an option to extend for an additional year. The contract is now live on HE contracts with all awarded suppliers' price lists available. The NEUPC is only waiting to finalise a small number of suppliers to sign and finalise their contracts and provide their catalogues.

TRAVEL

Travel Management Services – National (SUPC led) JK
Implementation meetings will take place over the next few weeks with suppliers.

Agreement details are available on [HE Contracts](#)

UTILITIES

For all TEC news, visit their [website](#).

OTHER ACTIVITIES

Publications

Monthly e-bulletins were issued in February and March. During the COVID-19 pandemic, e-bulletins are currently being issued to members weekly.

The winter edition of Linked magazine was circulated at the end of January.

Annual Member Benefits Report were sent to members in January

LUPC's Annual Review was issued in January.

Events**Recent Events**

- Meet the Team Breakfast and LUPC Induction for Members – 6 February 2020
- Advanced Impact and Influence - Training day (for all UKUPC members) – 13 February 2020
- Heads of Procurement Meeting – 10 March 2020
- COVID-19 Impact Webinars (held jointly with SUPC for all UKUPC members) – 15 April 2020

Upcoming Events

- LUPC & SUPC Conference Webinars 2020 – 30 April 2020

Please note that other planned events have been postponed and will be re-scheduled once the COVID-19 pandemic has passed. We are in the process of planning further webinars in collaboration with SUPC for the summer months.

(Correct at 16 April 2020)

Full details of all agreements are available at lupc.ac.uk



Let's talk...

This issue, we meet **Steve Creighton**, head of member services at TEC.

How long have you worked at TEC?

Six and a half years.

How did you get into procurement?

It stemmed from working in logistics doing local and international shipping. From that I moved into materials planning and then procurement, taking roles at Xerox, the Civil Service and then into energy supply.

What do you most enjoy about your job?

No one day is the same. Even though I now specialise in energy, there are many associated issues and opportunities connected to the sector to keep things fresh and interesting. We need to look far ahead to support our members in their challenge of getting carbon emissions to 'net zero'.

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

I would have to say it's the current issue of COVID-19 and the uncertainty going forward. Fortunately, we had already de-risked our frameworks to mitigate large fluctuations in energy demand, so our members are protected.

TEC has reacted quickly to the impact on energy demand caused by COVID-19. We have analysed gas and power data from March, seen clear demand destruction leading us to design and release a new report covering all gas and electricity supplies. This allows our members to re-forecast each fiscal meter and support new financial positions with clear, daily updated, budgetary information. Our frameworks also protect our members from volume tolerance penalties, so

they are being well served by TEC during this crisis.

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

Finding ways of surviving lockdown with the family!

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

I had a period buying global freight and once had to accompany an air shipment of large digital printers from the Chinese production facility to the US warehousing facility due to damage that was being caused during transit. I found the problem occurred in the first 400 metres of leaving the factory but why let that spoil the rest of the trip.

In your view, what value can working with the procurement team bring to other areas in Estates, IT etc?

The key is working 'with' to understand each other's requirements to deliver procurement solutions that meet the other areas' needs while delivering real commercial value to the organisation.

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

Have a clear commercial view and take every opportunity that comes your way, even if it is outside your comfort zone. There is so much value to be delivered from procurement and the opportunities to make a difference are huge.

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

I am fortunate enough to see the work that LUPC does for its members and the wider support it provides to all University Purchasing Consortia with the collaboration it does with the Joint Contracting Groups. The opportunities to network with member institutions are also a big plus.

What are the key challenges ahead for your institution?

Meeting the challenge of 'net zero' and supporting our members in this journey. The solutions aren't all there yet but the sector is well placed to deliver on some of these, we have great connections and networks, we then just need to join it all up!

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

I headed up the energy category at the NHS Purchasing & Supply Agency and we were being closed down due to departmental cuts. I led a team who successfully and seamlessly transferred all the NHS energy supplies across to what is now CCS. The team I led were dedicated and selfless in a time when their jobs had gone and they were looking for the next opportunity but they still managed to fully support the hospitals during transition.

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

All Round Genius: The Unknown Story of Britain's Greatest Sportsman – it's amazing what people achieve. I would be reading that while enjoying a nice cold beer or two.

Thank you!

If you would like to be featured on this page, please contact [Nicola Hill](#).



Will a legacy of COVID-19 be a reduction in emissions?

Michael Flagg, LUPC's systems manager and data analyst, explains how we can calculate and reduce our emissions.

One outcome of the global lockdown is a massive reduction in emissions, which would have been hard to imagine, even in Greta Thunberg's wildest dreams. The fact that people have adapted to working from home may lead to longer-term reductions in transport emissions. We may also be more conscious of food consumption and waste. People have also learned how to take responsibility for more vulnerable people in our society and pull together. Let's hope that at least one positive legacy of the COVID-19 pandemic is that the issue of our environmental and social responsibility is never far from our thoughts.

Most efforts to lessen our impact on the environment revolve around the reduction of our carbon footprint or, more accurately, our greenhouse gas emissions. With the right data, this can be measured accurately and with knowledge comes control. To represent the total impact as a single headline number, greenhouse gas emissions are usually measured in 'tonnes CO2(e)'.

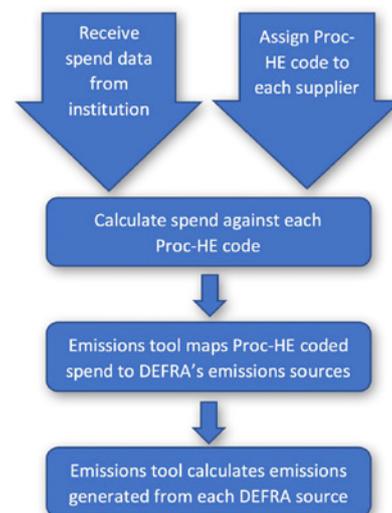
Greenhouse gas emissions are classed under three scopes, each representing different sources of emissions with different calculations.

Scope 1 emissions are directly generated by the institution. If a fuel is burned, it's a simple calculation of the amount of each gas produced directly from that chemical reaction.

Scope 2 emissions are produced in order to generate the electricity used within the institution. This is a more complicated comparison which looks at all the different electricity generation methods and their outputs to determine an average rate of emissions produced per unit of electricity. Institutions can purchase energy through green energy tariffs, which essentially allocates to the institution a proportion of the electricity generated from renewable sources.

Scope 3 emissions, however, are a broader, more hidden source of emissions. Scope 3 encompasses the entire procurement function of the institution and measures the emissions generated through the life cycle of that product. These emissions stem all the way from extracting the raw materials, through manufacture and transport, to its usage and eventual disposal.

With the breadth of different events making up a product's lifecycle and the variety of differing processes at each stage, the precise environmental impact of a particular product can be very difficult to determine. This is even harder when looking at services as they can be carried out in many different ways with a variety of different tools. Therefore, to generate a value for the emissions generated, data modelling is required.



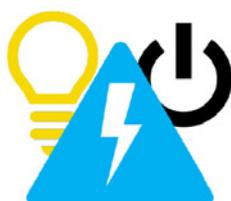
DEFRA, the Department for Environment, Food & Rural Affairs, has listed 75 categories through which emissions can be produced, from Inorganic Chemicals and Iron & Steel to Ceramic Goods and Construction. Each has been analysed to determine the level of emissions for six different types of greenhouse gas for every pound spent, which are combined to calculate the equivalent level of carbon dioxide emissions.

When an institution submits their spend data to LUPC, each supplier is mapped to a Proc-HE code, which is the category-based coding used by our systems. The Proc-HE coding nomenclature is generated and managed by HEPA, the Higher Education Procurement Association. Proc-HE codings are mapped to DEFRA's 75 sectors by regularly-updated weightings, which completes the link from submitted spend data to a single value representing environmental impact. At LUPC, we believe that knowledge is power, and that we can all reduce our environmental impact armed with the knowledge of where that impact comes from. To facilitate this, each institution is provided with a Scope 3 Carbon Emissions Report in January, generated from their submitted spend data. If you have any questions regarding the Scope 3 report, please contact spend@lupc.ac.uk.



Scope 1

All emissions directly generated by the institution.



Scope 2

Emissions generated through purchased electricity.



Scope 3

Emissions generated through the lifecycle of procured goods and services