

### HOT OFF THE PRESS

#### COUP – 7th, 8th, 9th September 2009

Lenny Henry announced as the  
Key Note speaker.

BOOK YOUR PLACE NOW!



#### LUPC's 10 Point Plan for 2009-10

LUPC staff and Members will be putting  
into action our plan over the coming year

#### Andy Davies elected to CIPS Council

Representing CIPS members working  
in the education sector



Credit: James Britain



**LUPC Training**  
LUPC in-house CIPS level 2 Programme



**London Energy Project**  
Shining a light on dark matters



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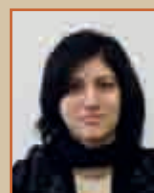
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You may remember from our last issue that the LUPC Board recently endorsed a new corporate strategy for the Consortium. This is in the form of a 10 Point Plan which LUPC staff and Members will be putting into action over the coming year. It can be summarised as follows:

Andy Davies Director, LUPC



## LUPC's 10 Point Plan for A-10

1	A New Growth Strategy	<ul style="list-style-type: none"> <li>• Increase the value proposition for our Members through growth</li> <li>• Grow LUPC in three ways:                             <ul style="list-style-type: none"> <li>• Grow savings through better use of the contracts and frameworks we already have</li> <li>• Expand the portfolio into new areas of spend</li> <li>• Attract new Members from neighbouring markets in the arts, sciences and third sector to generate the revenue growth we need</li> </ul> </li> <li>• Retain HE as our core business and open doors to new areas that offer value, revenue growth and prestige.</li> </ul>
2	Review Our Business Model	<ul style="list-style-type: none"> <li>• Review the Membership subscription model and alternative funding models</li> <li>• Benchmark with other consortia</li> <li>• Address Member recruitment and retention</li> <li>• Promote transparency for Members</li> <li>• Identify secondary and tertiary revenue opportunities</li> <li>• Reduce costs and increase ROI</li> </ul>
3	Launch a New Membership Class	<ul style="list-style-type: none"> <li>• Rationalise arrangements for access fees and other non-Member contributions</li> <li>• Launch and market an official Associate Member class</li> <li>• Limit access to certain framework agreements</li> <li>• Offer as an intermediate step to full Membership</li> </ul>
4	Step-Up Member Engagement	<ul style="list-style-type: none"> <li>• Address the issues presented by a growing, demanding Membership</li> <li>• Refresh our website and database</li> <li>• Increase the flow of punchy, newsy communication electronically</li> <li>• Focus on the end user and provide new channels for feedback</li> <li>• Establish Member sub-groups e.g., FE Colleges, museums &amp; galleries</li> <li>• Run targeted Member events from 2010</li> </ul>
5	Prioritise Our Work Programme	<ul style="list-style-type: none"> <li>• Develop a protocol for deciding what projects we do and when, involving the Executive Committee and Commodity Groups</li> <li>• Identify projects best led by LUPC and those by Members and co-ordinate with ENPC and OGC</li> <li>• Understand the benefits to Members of our activity in the wider public procurement scene</li> <li>• Withdraw from low- or no-value activities</li> </ul>
6	Break into Professional Services	<ul style="list-style-type: none"> <li>• Survey and understand Member needs in professional services e.g., estates services, banking, audit and occupational health</li> <li>• Research existing offerings elsewhere in public sector</li> <li>• Start with legal services</li> <li>• Recruit a new procurement professional to help deliver the expanded portfolio</li> </ul>
7	Deliver Even Better Value	<ul style="list-style-type: none"> <li>• Improve data reporting for Members and suppliers using individual Savings and Take-Up Reports</li> <li>• Harness suppliers' marketing power to close the gap between potential and actual savings</li> <li>• Conduct a spend analysis across the Membership to identify opportunities in new commodity and service areas</li> <li>• Review our service offering and Member benefits</li> </ul>
8	Strive for Social Responsibility	<ul style="list-style-type: none"> <li>• Develop a Sustainability Policy, Plan and key targets for the Consortium</li> <li>• Encourage all Members and suppliers to sign up to the Mayor's Green Procurement Code</li> <li>• Promote equality and diversity toolkits in our tender documentation</li> </ul>
9	Run a Successful Conference	<ul style="list-style-type: none"> <li>• Make COUP 2009 bigger and better than ever before</li> <li>• Make it relevant, vibrant, value-creating and memorable</li> <li>• Manage the risks, but recognise our best marketing and revenue-generating opportunity in years</li> </ul>
10	Embrace Technology	<ul style="list-style-type: none"> <li>• Advise our Members on eProcurement and Shared Services matters</li> <li>• Identify further investment potential in eTendering and contract management tools</li> <li>• Investigate 'Web 2.0' best practice for our Members</li> <li>• Run more eAuctions in 2009/10</li> </ul>



For the first time, the LUPC Board has set stretching targets for us, setting the direction for the Consortium and helping us to focus on delivering even greater value to our Members. Set against our performance in the last two whole years, they look like this:

(*At 2009 money values)	Actual 2006-07	Actual 2007-08	*Next Year 2009-10	*Three Years' Time
Turnover	£436k	£464k	£550k	£600k
Influenced Spend	£243m	£244m	£275m	£325m
Potential Saving	£39.5m	£37.7m	£43m	£55m
Actual Saving	£17m	£18.6m	£21m	£30m
Return on Investment	39.5:1	40:1	42:1	50:1

### We've already started putting our Plan into action:

- We've begun an active campaign for new Members to join us and we hope to be able to announce more new Members soon.
- We started analysing the professional services area of spend, previously untouched by our Consortium. Initial estimates show that we could save up to £10m a year in this area, which would be well worth committing fresh resources to. In response to demand, we kicked off a new Legal Services commodity group in June with the aim of developing new and improved supply arrangements for our Members.
- We've launched a new monthly eBulletin through which we can keep in regular contact with all Members by email. Complementing our popular Newsletter, the eBulletin gives us the opportunity to communicate more frequently with Members and engage in a more interactive fashion. We also launched an exclusive LUPC discussion group on LinkedIn.com, the business networking website, just for our Members.
- Our LUPC Board has granted authority to our Executive Committee of procurement professionals to have a greater say in the work we do. At its meeting in April, our Exec decided on priorities for the LUPC work programme going forward, ensuring that we make the best use of the resources we have available to deliver the maximum benefit for Members. Exec's chair is now rotated between its Members. Remember you can always find Board and Exec meeting minutes on our website so you can see what decisions are made on behalf of your Consortium. Look out for opportunities to stand for election to Board and Executive Committee this summer.
- Our Sustainability Strategy and Policy are ready to begin a consultation process to get detailed Member input before we recommend it to our Board.

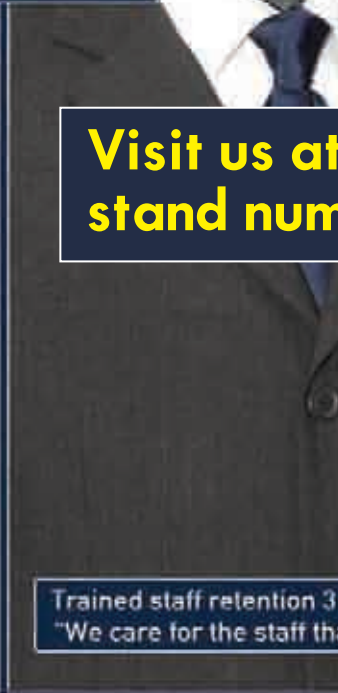
Our Member Institutions have been vital to our strategy-making and in taking our 10 Point Plan forward. During June we invited Members along to one of a series of focus groups to participate in discussions about the future of our Consortium, including ways in which we might raise the additional funding we need to put more money-saving deals in place during the next couple of years.

Don't forget you can still book on-line for this year's Conference on University Purchasing (COUP 2009), which we are hosting at Royal Holloway, University of London on 7-9 September. We've put together an excellent programme that'll help you and your team prepare for the ever-increasing challenges ahead for our procurement professionals and colleagues. Make sure you don't miss out. [www.coup.ac.uk](http://www.coup.ac.uk)

Andy Davies Director July 2009



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## Top Ten Tips for College Security

CIS Security would like to work in partnership with educational establishments such as LUPC to provide professional advice on ways to reduce and hopefully eliminate criminal activities within the campus; This will allow a safer and more hospitable environment for Students/Lecturers and Staff to operate in.



To capture all stakeholders within the LUPC community we have produced guidance notes for people to follow relating to criminal activities such as; Theft, Criminal Damage, *Personal Safety and Bicycles*

### Theft – Thieves are everywhere "Fact".

- Tip 1** If you have a personal office/class room always lock the door when unoccupied.
- Tip 2** Place all portable items such as calculators, electronic notepads in a lockable drawer.
- Tip 3** Make sure laptops are not left in docking stations or on desks overnight or when not in use.
- Tip 4** Personal possessions should never be left unattended or on display.

Criminal Damage- "You can manage without criminal damage".

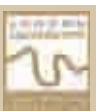
- Tip 5** Do not accept criminal damage as unavoidable and report anyone seen carrying out criminal damage particularly if they are a fellow employee, friend or colleague.

Personal Safety – "There is no substitute for safety".

- Tip 6** If you feel you are being bullied either physically or mentally speak to the appropriate nominated official.
- Tip 7** Try not to be on your own in the campus late at night as groups of three or more are less likely to be vulnerable and therefore victims of crime.
- Tip 8** Always make sure your personal possessions particularly handbags are kept out of sight as many acts of violence in this situation are part of a robbery.
- Tip 9** Make sure your route from the college is well lit particularly if you have to walk through a car park or commercial precinct, keep to the middle of walkways or traffic lines in car parks (if traffic movement makes it safe to do so) this will make it more difficult for offenders to grab you from the safety of a dark door way.

Bicycles – "the most common items stolen from students and staff in colleges".

- Tip 10** Never leave your bike unattended unless you padlock and chain it to a suitable anchoring point.



# COUP 2009

Developing and Sharing Procurement Excellence – Helping to meet public sector savings targets

JUST ANNOUNCED  
**Lenny Henry**  
KEYNOTE SPEAKER

Bring your team to COUP 2009, 7th – 9th September 2009, Royal Holloway, University of London, Egham, Surrey. An exciting programme exploring the new ideas and developments influencing procurement, interactive seminar sessions, excellent networking opportunities and social events including high quality, residential accommodation. Packed with the latest and most innovative products and services from a broad range of leading suppliers.

- The principal challenges facing the profession in 2009 – CIPS President Bola Afolabi
- Professional Services: Wasting Money on Professional Services and how to avoid it
- Energy: Managing your energy procurement
- Category Management – The tricks of the trade

It's simply two days in the calendar that can't be missed for all public sector buyers, estates and finance professionals.

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## Andy Davies, Director of LUPC, elected to CIPS Council

Andy Davies, Director of LUPC, was elected Member of the Council of the Chartered Institute of Purchasing and Supply (CIPS), representing CIPS members working in the education sector. His election was announced formally at the Institute's Annual General Meeting in June.

Andy said "I'm delighted to have been chosen by CIPS members in education. I hope very much to be able to help our Institute develop and grow further and to represent the interests of procurement and related professionals operating across our sector, in universities, schools, colleges and in local and central government."

This is the second time Andy has been elected to CIPS Council. He represented members in the South of England from 2002 to 2005 and was a member of CIPS Board of Management until 2008.

"I want to continue playing an active role", added Andy, "so if any CIPS Member or Student Member working in education feels I might be able to help them solve a problem or raise an issue at Council, do please contact me at LUPC."

Andy takes office in November 2009 and his term of office runs for three years.

# BOF Furnish Lambeth College New Sixth Form Centre



“The services offered by BOF ensured this very complex project was completed on time with an outstanding end result.”

DAVID ARSCOTT, LAMBETH COLLEGE

BOF participated in an e-auction in March 2009 and following the tough bidding process, were awarded the contract to furnish a new sixth form centre at Lambeth College in Clapham, South London.

The installation was completed in May 2009. This project, which spanned 5 floors and required approximately 8,000 items took BOF 19 working days to complete. This was achieved with limited lift access and while other contractors were on site.

College Principal Richard Chambers explained: “Our aim is simple: we want to help young people in Lambeth meet their potential by giving them a College they can feel proud of.”

BOF’s Account Management team worked with the client in order to ensure the correct products were chosen to compliment the interior of the new building.

BOF provided many bespoke products for this project based on the specific requirements of Lambeth College.

Unique IT hubs were supplied for the Learning Resource Centre with a rotating mobile pedestal and cable management for IT. This allows for workstations to be positioned around computers. These workstations can then be easily reconfigured allowing the space to be used for other purposes.

Since the completion of the Lambeth College project in May, BOF have also won major projects at:

- South Thames College
- University of Bath
- University of Brighton

To view further case studies or request a brochure visit [www.bof.co.uk](http://www.bof.co.uk)





# LUPC SERVICE & COMMODITY GROUP UPDATES

## MARKETING ACTIVITIES

### ENPC Newsletter

- To save on costs, the ENPC newsletter will no longer be printed but rather circulated electronically.

### Website

- A meeting has been held with website designers to develop options for a possible revamp this coming year.

### Members Forum

- Members are encouraged to register for the LUPC Discussion Group via LinkedIn ([www.linkedin.com](http://www.linkedin.com)) which has been set-up exclusively for Members to discuss a wide range of topics.

### Members visits

- All LUPC Members have been offered a visit to discuss the benefits of their LUPC Membership and to discuss take-up of LUPC Agreements and areas of potential spend to maximise the benefit of their Membership. Visits are continuing.

### Training

- The EU update course held on the 14 May 2009 had 14 attendees while the course on the 27 May 2009 had 18. The course feedback was very good.
- LUPC is currently working with London Metropolitan University (LMU) to offer Members an in-house CIPS level 2 programme designed to help anyone wanting to develop and improve their skills in the workplace and gain a recognised qualification. This Introductory Certificate covers the fundamentals of procurement, procurement planning, letting contracts and supplier relationship management with an examination.

### Laboratory Consumables- Regional

Start Date 01/03/2008  
End Date 29/02/2012  
Supplier Reviews have been arranged for July with all 4 suppliers. The main points of discussion include Members' issues, Management Information and Service Reports. The Core list analysis process is still on-going and will be completed in July for the period 01/08/2009 – 30/04/10.

### Laboratory Equipment- Regional

Start Date 01/06/2007  
End Date 31/05/2011  
Supplier Reviews have been arranged for July with all 4 suppliers. The main points of discussion include Members' issues, Management Information and Service Reports. The Core list analysis process is still on-going and will be completed in July for the period 01/08/2009 – 30/04/10.

### Audio Visual Equipment - National

Start Date 01/06/2006  
End Date 31/05/2010  
The Audio Visual Commodity Group is deciding the future direction of the group. Alternative proposals have been put forward such as continuing to collaborate with HEPCW or transferring to collaborate with NWUPC.

### Audio Video Consumables – National

Start Date 01/01/2008  
End Date 31/12/2010  
A review meeting is arranged for August.

### Commodity Books – Regional

Start Date 14/11/2005  
End Date 13/11/2009  
A Commodity Group meeting was held in May 2009 when discussion topics included the Joint Book Tender, Serials, RFID and other Library agreements. The Joint Book Tender site visits and clarification process have been completed. Meetings took place on 16 June to agree and finalise evaluation.

### Library Security (RFID) – regional

Start Date 01/03/2008  
End Date 29/02/2012  
The pricing project is complete and has been uploaded to CuPID.

### Periodicals – Regional

Start Date 03/07/2006  
End Date 02/07/2010  
Ebsco Librarians meeting has been requested a date will be issued in due course.

### Electricity & Gas – regional

Start Date 01/10/2008  
End Date 30/09/2012  
A Commodity Group meeting was held on 23 April 2009. Discussion areas included a new The Energy Consortium (TEC) marketing strategy and dedicated resource, TEC's website revamp and market environment.

### Printing, Copying and Multi-functional Products

Start Date 01/01/2006  
End Date 28/02/2010  
A Multi Function Device (MFD) Collaboration meeting was held on 29 April and Discussion areas included pan-Government collaboration, stakeholder structure, management terms of reference and objectives and further competition. The Pan-Government project board agreed to extend the Buying Solutions agreement for a further two years and tender as pan-government upon expiry of this agreement. LUPC Members will migrate over to the Buying Solutions agreement. In the meantime, the current NWP agreement will be extended to 28th February 2010.

### Office Supplies – National / Regional

Start Date 01/08/2006  
End Date 31/01/2011  
The OGC Category Strategy Team general meeting was held and attended by LUPC Senior Contracts Manager. The current Buying Solutions tender for Environment Agency was discussed. There are many new areas of interest which may be useful for the future re-tendering of our agreement. The NWPCSS meeting has been arranged for 15 July when a major discussion topic will be the future re-tender of this agreement. Further negotiations have taken place to conclude the HP Customer Support Agreement, announcement due July.

### Business Travel – Regional

Start Date 01/01/2006  
End Date 31/12/2009  
The Travel Commodity Group was held and agreed with the options analysis result from Executive Committee meeting on 24 April. The Group met with Key Travel to discuss hotels and on-line offers. A plan for the re-procurement was issued to the Group and Tender Sub-Group has been established.

### Water point of use – National

Start Date 01/08/2005  
End Date 31/07/2009  
This agreement will not be re-tendered. The NHS Purchasing And Supply Agency (PASA) agreement will be uploaded to CuPID by July and offers a wide range of providers of both bottled and POU providers and the prices are excellent.

### Computing – National Desktop and Notebook Agreement

Start Date 01/08/2009  
End Date (scheduled) tbc  
Five desktop system builders and seven notebook system builders were put through their paces by the volunteering sites undertaking the hardware and support evaluation for the new National Notebook and Desktop Agreement, scheduled to commence on 1 August. Concurrent site visits and presentations commenced at the end of May and ran until 11 June. There were 72 responses to the on-line IT questionnaire aimed at scoping the present performance of the various suppliers on the NNA and IRDA with the secondary aim of raising awareness on any additional requirements as part of new tender process. The feedback provided valuable information as part of the general tender process and Q&A. In the next few weeks, the final analysis will be circulated to the regional computer groups together with the original respondees.

### Computing- Printer- National ('NEPA')

Start Date 01/05/2007  
End Date 30/04/2009  
(extension to 04/2010 pending)  
Extended reviews took place with five of the manufacturers and two of the resellers in Leeds at the end of April. Details of the Epson special bid pricing on consumables, hardware, service and other associated elements making up the total cost of ownership have been circulated to the Computing Group.

The NEPA group has agreed some exclusive discounts on printer hardware and HP Carepaq. Full details can be found on the NEPA site at <http://printers.procureweb.ac.uk/files/High-Education-Summer-Promotion-from-HP.pdf>.

### Computing- Server & Storage Agreement - National

Start Date 01/07/2007  
End Date 30/06/2010  
Contract review meetings for the Server and Storage Agreement took place at the end of April. Minutes are still in production and will be circulated to the computing commodity group as soon as available.

### Computing - PCs with Apple Operating Systems - National

Start Date 01/10/2007  
End Date 30/09/2011  
A national review meeting was held on 7 May. An increasing number of Members have been concerned about previous purchases of Apple Care warranty when the equipment was marketed as 3-years warranty under the sector's exclusive terms. The Group is addressing this.

A revised UACG price list was published on 8 June to launch the updated MacBook Pro and MacBook Air builds.

### Computing- ITRAP (formerly Minor IT Hardware) - National

Start Date 01/06/2008  
End Date 31/05/2011  
Review meetings were held on 3 June. As reflected by recent discussions with the main system builders (RM, Viglen et.al.), the sourcing of displays has become increasingly challenging due to capacity being taken out of the supplier market.

### Computing – Consumables – National (inc. Office Supplies)

Start Date 01/08/2006  
End Date 31/07/2010  
A review of the agreement with Supplies Team, Office Depot, Lyreco and XMA took place in late March.

### Computing – Hardware Maintenance and Disaster Recovery - National

Start Date 01/09/2008  
End Date 31/08/2012



David Coles of London Met has agreed to act as the LUPC representative for the agreement. Review meetings are expected to be undertaken shortly.

#### **Computing - Network Equipment- Regional**

Start Date 01/04/2004  
End Date 31/07/2009  
Progress continues with the new NEUPC-led 2+1+1 year National Agreement.

Following the evaluation of the received Invitations to Tender and submitted pricing, a number of award options were circulated to the evaluation working party on 10 June for comment and ratification.

#### **Electronics – National**

Start Date 01/09/2008  
End Date 31/08/2011  
The next National Group meeting will take place at the SUPC at the end of June. This is planned to include presentations from RS, Onecall, SJ and H-Squared.

#### **Insurance - Regional**

Start Date 05/03/2007  
End Date 04/03/2010  
An Insurance Commodity Group/Aon/ZM meeting took place on 16 April with a lengthy discussion on 2009's renewal. A number of strategies is being considered to ameliorate potential increases as the cycle turns towards a harder market.

#### **Laboratory – Gases - National**

Start Date 01/10/2008  
End Date 30/09/2011  
The first review meetings as part of the new agreement are being held in July 2009 at the LUPC.

#### **Airmail - National**

Start Date 01/04/2006  
End Date 31/03/2010  
A review meeting was held at the Spring TNT distribution centre in Wellingborough in April and included a presentation from the hosts and a tour of the facility.

#### **Mobile Phones – National (Buying Solutions Agreement)**

Start Date 01/01/2009  
End Date 31/12/2010  
Apple UK is investigating the possibility of offering a discounted institution scheme for the iPhone through the UACG.

#### **Domestic & Janitorial – Cleaning - Regional**

Start Date 01/09/2008 (Ocean)  
01/10/2008 (ISS)  
End Date 31/08/2011  
Pricing reviews are taking place for 1 August 2009 commencement. Quarterly reviews with suppliers and Members were scheduled for 17 June.

#### **Security Services – Regional**

Start Date 01/10/2008  
End Date 30/09/2011  
Pricing reviews are currently taking place. The next quarterly reviews were scheduled for 24 June.

#### **Temporary Staffing - inter-regional/regional**

Start Date 01/11/2005  
End Date 31/10/2009  
The current SUPC/LUPC Agreement expires on 31 October. A revised options analysis was submitted to the Executive Committee meeting on 26 June, and LUPC will competitively tender its own framework agreement in the summer.

#### **Waste Management – Regional**

Start Date 01/06/2005  
End Date 30/11/2009  
The new Total Sustainable Resource Management Solution (formerly Waste Management) Agreement is being re-tendered by LSE with access for LUPC Members.

#### **Debt Collection – Regional**

Start Date 01/03/2008  
End Date 31/01/2011  
The current SLA is being reviewed on Friday 19 June 2009. A case study with London Metropolitan University is included in this issue.

## **EDUCATION IS KEY TO ID FRAUD PREVENTION**

Identity fraud costs the UK economy over £1.2 billion each year and each week people, businesses and organisations are finding out they too have become a victim because fraudsters are still finding it all too easy to get their hands on information.

Despite the fact that under The Data Protection Act 1998 all organisations have a legal obligation to store, secure and destroy personal and confidential information, far too many examples of data breaches keep hitting the news – from records been thrown away in bins to CD's lost in the post. Universities and colleges in particular hold a lot of data on students, staff and other third parties such as assessment records, medical information, educational needs, sensitive personal data, financial data, commercial data, research data and operational correspondence. Some of this data could be used by fraudsters to cause serious harm to one of your students, your staff or even your organisation – so you need to make sure you know how to protect it.

**The key to making sure you have every possible security measures in place is education.**

- Make sure that all your staff and students are fully aware of the risks of throwing away sensitive information.
- Do you have a document disposal policy in place? If the answer is no, then make this a priority so all your staff know how to store, secure and correctly destroy information when it is no longer needed. If you do have a policy in place, it might be worth checking that all staff know about it, understand it and adhere to it
- Don't forget to make sure people shred CD's and DVDs before binning them – they are just as much a risk as paper
  - Do you have shredders in your offices and your libraries or copy shops for example? The old saying of out of sight and out of mind applies to shredders too so make sure you have enough shredders around campus to suit the number of people who need to use them. You can buy shredders for desk side use as well as office or group use and today shredders like Fellowes Intellishred range also include special safety and anti-jamming technologies for total peace of mind. Office Depot offers a full range of Fellowes shredders to suit any shredding need – [www.online.officedepot.co.uk](http://www.online.officedepot.co.uk) or call 0845 070 8186
  - Put posters and advice leaflets up around campus – students are a high risk category for id fraud because they move around so much – [www.stop-idfraud.co.uk](http://www.stop-idfraud.co.uk) has lots of helpful hints and tips on how to keep your identity safe



A full range of Fellowes shredders are available from Office Depot. For more information contact Office Depot on 0845 070 8186 or order online [www.online.officedepot.co.uk](http://www.online.officedepot.co.uk)

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## TRY BEFORE YOU BUY!

Investing in a new fleet of printers is not a decision to be taken lightly, so wouldn't it be great if you could try before you buy? You'll be using the printers for a number of years, so it's important to ensure that you've made the right decision. You'll have done your research; looked at the features; looked at the total cost of ownership (TCO) and not just the purchase price; looked at the warranty, but if you could just see it in action to confirm it really is what you want, it would put your mind at rest.

Well, from now until the end of March 2010, as part of the NEPA framework agreement, you can do just that! Epson, through resellers XMA, Phoenix & European Electronique is offering you the opportunity to try the Epson B-500DN business inkjet printer for up to three months, free of charge, so you can see for yourself just how much money you can save.

The Epson B-500DN has been designed with high volume users in mind so you can reduce your total cost of ownership. It offers colour printing for the cost of mono, the Micro Piezo print head lasts the life of the printer and has an auto nozzle check system to keep it in optimum condition, it has high capacity individual cartridges so you can print up to 7,000 colour and 8,000 mono pages, it's energy star certified and comes with a free, three year, on-site warranty.

To try before you buy simply call 01442 227 220  
or email [educationenquiries@epson.co.uk](mailto:educationenquiries@epson.co.uk)



The trial includes one complete set of inks provided with the B-500DN. Compared with top selling Mono Laser Printers in EMEA 2007 (according to IDC). Cost per Page calculated from official list prices and official specifications in March '08.

## Incasso collect £600k for London Metropolitan University



**Incasso LLP has forged dynamic partnerships with a number of Education Institutions in recent years. To demonstrate how Incasso LLP has become a supplier of choice for debt recovery for LUPC member institutions, the following case-study was compiled with the co-operation of London Metropolitan University.**

London Metropolitan University came together as a result of a merger between two smaller universities and as a result of this, various debt collection firms were 'inherited' from both institutions. With this in mind, they decided they would like to reduce the number of firms and look for a partner who would offer them a 'best value' package covering all of their debt collection and trace work to ensure the process was more efficient.

Although the University had a team of in-house Credit Controllers who were collecting 40% of its debts over 12 months, they were finding it difficult to contact student debtors within their normal working hours and were also finding that their written correspondence was not gaining the desired results.

The University's Senior Credit Controller, Alistair Dyer recalled:  
*"We were well aware of the fact that students tend to change address regularly and are normally available more in the evenings and at weekends, which is why we were finding it difficult to contact them for outstanding monies. We therefore, made the decision to concentrate our in-house resource on 'current year' income stream and decided that the intervention of a third-party would help in provoking the debtor to make a payment or at least take action to resolve the problem."*

With this in mind, they set to work on finding a suitable debt recovery partner and started the ball rolling by asking other London Universities if they were looking to tender their equivalent work in order to look for further possible savings. University of East London responded positively and subsequently they decided to collaborate in a full tender exercise. The most convenient route for doing this was under the auspices of the London Universities Purchasing Consortium which meant that

economies of scale could be offered to bidders and an advantageous contract would be available to other institutions within the LUPC.

As the service is described as "bailiff services" under the Public Services Contract Regulations and is therefore a "Part B" service it did not need to be advertised in OJEU, although the tender process was otherwise carried out according to OJEU rules. The tenders were evaluated according to the suppliers ability to undertake all of the work tendered for, quality of service, financial stability of the company and of course, pricing. After drawing up a short list and undertaking site visits to the firm's premises, it was finally agreed by the panel that the contract should be awarded to Incasso LLP.

At the time of appointment in February 2008, the University had 5000 debtors owing tuition fees, 241 owing unpaid rent and a further 465 customers in arrears on commercial debt. This was an accumulated debt over the previous six years and with their in-house team collecting 40% of its debts over 12 months, they were expecting at the very least for this to be matched by Incasso LLP.

*"Initially, we were expecting at least the same collection rate from our new partner and despite our initial slow start in sending through debts after the tender was finalised Incasso are currently matching our previous rates," said Alistair. "As our relationship has developed, we are certain that future collection rates will improve, as our debts are now being referred to Incasso on a more formal basis."*

With Incasso LLP, having collected £600k so far, the University has now been able to release their more experienced Credit Controllers to specialise in complicated debt cases. Not only that, but the University has developed relationships with individual agents at Incasso LLP, which has led to a more efficient service being provided overall.

For further information on student debt recovery, please contact:  
Richard Powell Business Development Executive  
M: 07969 078538 Email: [rpowell@incasso.co.uk](mailto:rpowell@incasso.co.uk) [www.incasso.co.uk](http://www.incasso.co.uk)



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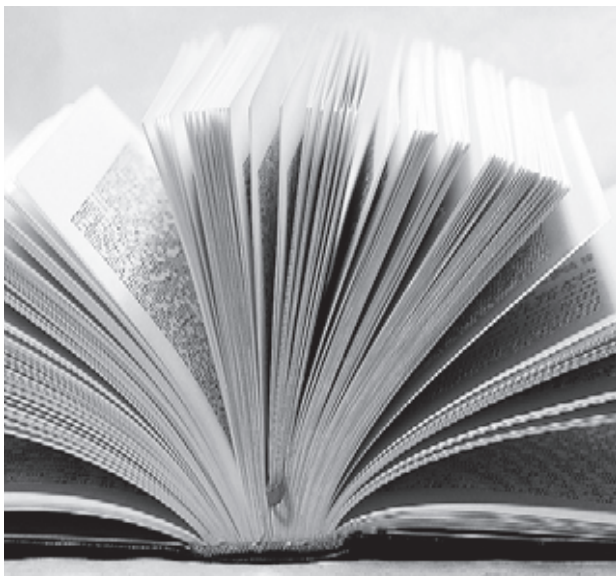


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## Education collections - and how we came top of the class

Collection of student debts can be a tricky business and, whether you're chasing a few pounds or a full years fees, it is important that you act quickly. With specialist knowledge and years of experience, our education team know how to handle students and their debt.

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For more information call 0845 404 1999 or visit our website today.



## LUPC in-house CIPS level 2 Programme

LUPC are working with London Metropolitan University (LMU) to offer its members an in-house CIPS level 2 programme. The Chartered Institute of Purchasing and Supply (CIPS) Level 2 has been designed to help anyone wanting to develop and improve their skills in the workplace and gain a recognised qualification. This Introductory Certificate covers the fundamentals of procurement, procurement planning, letting contracts and supplier relationship management with an e-examination. Please see further details below:

Course audience: Departmental buyers, people that regularly interact with suppliers and those wishing to progress up the professional procurement ladder  
Minimum number of delegates: 12 (I already have 2 people interested in attending)

Entry requirements: None

Course Location: LUPC offices, 32 Russell Square, London WC1B 5DN

Structure and content: The Core Procurement Training programme leading to the CIPS level 2 qualification consists of four modules:

- Fundamentals of Procurement
- Procurement Planning
- Letting Contracts
- Supplier Relationships Management
- Plus a revision workshop and the e-exam

### Assessment:

A one-hour online test involving 40 multiple-choice questions. The Pass mark is 75%

### CIPS Membership:

Once you register to study for the CIPS Level 2 qualification, you will become a Level 2 student member. The cost is currently £120, which includes one online assessment test. It will also give you some key benefits for one year.

### Future progression (if required):

This is a stand-alone qualification. However it can be the first rung of the CIPS ladder of qualifications and be the first step to future personal development. For further information please visit the CIPS website: <http://www.cips.org/studyqualify/>

### Fees:

5 workshops (revision workshop is 1/2 day but include mock marking and one to one feedback) plus CIPS membership and e-exam  
Total fee per delegate - £750.00 inc VAT

Please advise Charlotte Nasufi ([charlotte@lupc.ln.ac.uk](mailto:charlotte@lupc.ln.ac.uk)) if you would be interested attending this course. The course will aim to start in Sept/Oct 2009



# CWT Public Sector Hotel Programme

CWT launched its public sector hotel programme at the start of 2009, which has been specifically devised to increase the availability of the best possible hotel rates for public sector travellers

**Government rates are all well and good, but as many public sector business travellers know, they can be tricky to obtain. A new CWT service is designed to ensure satisfaction, and compliance, without any hassle.**

As any business traveller will tell you, at the end of a long day that has invariably included an early rise, many miles of travel, followed by long hours spent in meetings, the one thing that offers some solace at day's end is the glow of the hotel foyer, the promise of a restorative meal and a comfortable bed to recharge before the next day.

For public sector employees, the challenge in securing this haven at the end of a working day can be particularly difficult, with the added requirement to locate a hotel that is both offering, and able to fulfil, a room at or below the acceptable government rate.

Now, a new service, the CWT Public Sector Hotel Programme, has been created to help business travellers overcome this challenge, and to meet the broader hotel requirements. With a large portfolio of public sector clients, CWT's team has in-depth knowledge and understanding of these requirements, and its new programme has combined this expertise with its strengths in hotel sourcing.

The result is the development of the programme, with an extensive choice of more than 1,200 2-4 star hotels, located in key public sector traveller destinations, such as Belfast, Bristol, Birmingham, Coventry, Edinburgh, Liverpool, London, Manchester, Newcastle and Nottingham. All of the hotels have been selected based upon their high standard, convenient location and price range, and, it goes without saying, to comply with government guidelines.

Air Travel  
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# SUPPORT SERVICES

ICT Managed Service Provider Calyx provides the most comprehensive hardware maintenance services on desktops, servers, printers, laptops and peripherals precisely tailored to meet the unique objectives of individual higher education institutions.

As an approved supplier of hardware maintenance under the London Universities Purchasing Consortium (LUPC) framework agreement, members of the LUPC will benefit from:

- significant cost savings;
- high quality maintenance services;
- a single point of contact for all hardware maintenance needs

With a recent investment of over £1.5m in a state-of-the-art Service Management Centre housing our Service Desk and support teams, Calyx's service offering has improved even further, delivering customers a broader range of the highest standard services for reduced costs! And as a tier one partner for all of the major manufacturers in IT hardware, Calyx has the highest level accreditations in both the UK and Ireland.

We welcome visitors to our service management centre so you can see our services in action for yourself

To arrange your visit or to find out more about Calyx services to the Universities on the maintenance framework, please call or email Natasha Samuel on:



01438 310 841 or [natasha.samuel@calyxgroup.com](mailto:natasha.samuel@calyxgroup.com) or visit [http://www.calyxgroup.com/sector\\_education2.asp](http://www.calyxgroup.com/sector_education2.asp)



# Shining a light on dark markets

Article: Are you still buying fixed-term-fixed-price?

In the past, energy prices were stable, so most organisations would take a fixed price annual or bi-annual contract. The market over the past few years has been so volatile that any organisation that continues to buy its energy on a single day in a traditional fixed price tender is taking a risk.

There is an overwhelming business case for public sector organisations to aggregate their energy requirements to a size where they are able to buy smaller amounts over a longer period on the wholesale market. No one should be buying on their own and specialist energy buying skills are required.

This advice should come as no surprise to the public sector in London, where the London Energy Project (LEP), formally the London Centre of Excellence (LCE) Energy Project, has developed and assessed specialist public sector professional buying organisations against a comprehensive statement of requirements for service providers. Both OGCbuying.solutions (with national coverage) and Kent County Council's Laser (predominantly London and the South East) now have contracts that meet this standard. And, to increase capacity and choice, the LEP has invited The Energy Consortium (TEC) to extend their operations solely from the University & Higher Education sector to cover the wider public sector arena on a national basis. TEC are now working through plans in readiness to provide their services across the UK.

Originally an LCE project, the LEP is continuing its valuable work under the new Capital Ambition, London's Regional Improvement and Efficiency Partnership. In addition to working with London boroughs, fire and rescue authorities and the Met Police, the LEP has been working with LUPC since 2006, who have been represented on the LEP board by John Ritchie. The HE and FE sector are therefore able to take advantage of the free, impartial support and advice provided by the LEP, including:

- One to One meetings & Chief Officer/Member presentations
- Support preparing reports/business cases on energy procurement
- Group workshops, for example on e-billing
- Providing best practice and sharing information
- Targeted customer focus groups

For more information about the London Energy Project, please contact Amanda De Swarte at [lce.energy@haringey.gov.uk](mailto:lce.energy@haringey.gov.uk) or visit [www.lcpe.gov.uk/energy](http://www.lcpe.gov.uk/energy).

Michael Wood, Programme Director, London Energy Project



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## Why use a High Quality Taq DNA polymerase?

The majority of commercially available Taq DNA polymerases are recombinant enzymes purified after over expression in *E. coli*. Although all these enzymes may be expected to perform in a similar manner, controlled laboratory tests show that this is not necessarily the case. Remnant bacterial or plasmid DNA in enzyme preparation may cause non specific amplification and therefore false positive results.

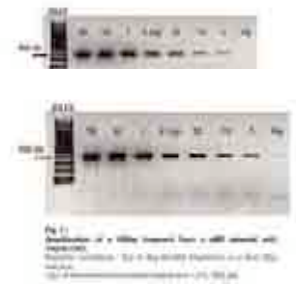
MP Biomedicals (formerly Qbiogene) has nearly twenty years of experience in the research and development of thermostable polymerases. From the collective experience built up in our protein purification laboratory, we can ensure that each batch of enzyme is rigorously purified and consistently reaches our high standards for performance.

As part of our quality control procedures a PCR reaction, using Oligonucleotides primers specific to the 16S RNA of *E. coli* producing a 392 bp fragment, is used to assess the level of contamination in every preparation of Taq DNA polymerase. Results indicate that MP Biomedicals Taq DNA polymerase has the lowest amount of contaminating DNA compared to other enzymes tested under the same conditions.

Another potential problem in the use of recombinant polymerases is false results, due to plasmid contamination, during antibiotic-resistance screening. In Learning from mistakes: Taq polymerase contaminated with  $\beta$ -lactam sequences results in false emergence of *Streptococcus pneumoniae* containing TEM<sub>1</sub> (2007) Journal of Antimicrobial Chemotherapy 60(3) pages 702-3, R. Koncan *et al.* studied the epidemiology of Beta-lactamase TEM gene in isolated *Streptococcus pneumoniae*. The Core Kit polymerase (QBiogene-MP Biomedicals) gives reliable results compared to polymerase from other origin.

MP Biomedicals, as a quality manufacturer can ensure the reproducibility and purity of each batch of this robust enzyme. Taq Polymerase is available in two concentrations; 5 U/ul and 15 U/ul and a wide choice of 10x concentrated PCR reaction buffers, optimized in our laboratories for maximum stability and efficiency in any PCR reaction.

Moreover Ready-to-use Mastermixes are



For further Information or Free Sample request please contact us at [custserv.uk@mpbio.com](mailto:custserv.uk@mpbio.com)



## Introducing the Triumph Campus Furniture Store for Higher Education Establishments.

One Stop : One Sure Source.

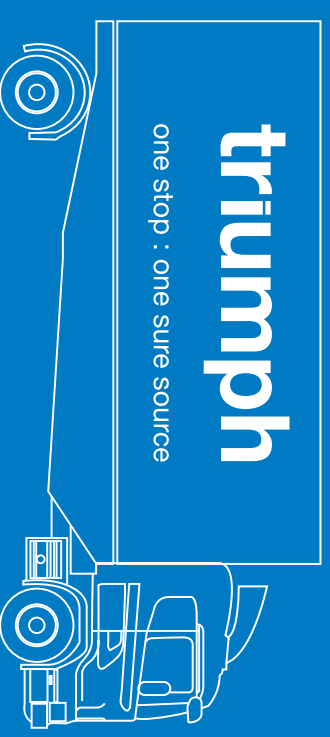
The Triumph Campus Furniture Store is a virtual store specially designed for the procurement needs of Higher Educational Establishments.

The Store extends the traditional Triumph offering beyond metal storage - and covers the full range of desking, seating and storage needed for any modern academic environment. Everything from conference and auditorium furniture, to the special requirements of laboratory, restaurant and outdoor areas.

The Store is set up to meet the highest Standards needed by higher education customers: all backed by value for money, high quality, and a truly dependable service.

There is a dedicated team for **LUPC orders or enquiries**. The direct number is **01685 352260**. If you want an onsite visit for face-to-face advice please call **Mark Conway**, our Public Sector Manager, direct on **07595 279 848**.

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