APUC

Advanced Procurement
for Universities & Colleges

Annual Report
2017/18

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Introduction from Jim McGeorge, Chair APUC

On behalf of the Board of APUC Limited, I am delighted to introduce APUC's Annual Report for the year 2017-18.

This year has again been one of substantial development and change for the sector and APUC, and also another one of significant achievement which I would briefly like to take you through.

The **General Data Protection Regulation (GDPR)** became law in the reporting year and APUC reviewed and documented all of its internal processes to ensure that they were fully compliant with the standard. Terms and Conditions for suppliers were also updated and a Contractor (Processor) Assessment Form was issued to assess suppliers' compliance with GDPR. These were posted on the Buyers Portal when completed, for ease of access.

A new **Corporate Strategy** for 2018 to 2022 was released in December with the following key objectives:

- to increase Efficiency and Collaboration
- to deliver Sustainable and Responsible Procurement
- to maximise Savings and Benefits
- to widen Access and enhance Supplier Development and performance
- to Increase Capability and support Continuous Improvement

Circa 180 collaborative **Framework Agreements** were available to the sector throughout the year and the potential spend against this portfolio was £359m.

APUC's **Procurement Shared Services** continue to be well received with around 40 staff now providing support for over half of APUC's member institutions. There are now 3 established regional teams in place in Edinburgh, Glasgow, Highlands & Islands and one more due to go live in August (Tayside). Regional teams work across several institutions in a geographical area – each institution has local professional procurement presence but the resources employed category manage all of their category's expenditure across all the institutions in the regional team.

Quarterly **Category Bulletins** were published throughout the reporting year and they continue to be well received by stakeholders. These keep institutions up to date on all relevant category developments for Estates, HR, Labs, Professional Services and CI contracting support. These will continue to be developed based on stakeholder feedback.

Over 80 suppliers have now been requested to complete their supply chain assessment on the **Sustain website** and a total of 46 sub-tier suppliers were identified for consideration for review. A new 'dashboard' view of Sustain was launched for Heads of Procurement/Heads of Category and new Responsible Procurement Champions within APUC.

The Development and Sustainability team has been contacting institutions to arrange catch up meetings to help them prepare for the next round of **Procurement and Commercial Improvement Programme (PCIP)** assessments to be conducted in 2019 and a web portal for publication of PCIP data is fully operational on the APUC SharePoint site.

The Buyers Guide Portal is now well established allowing eSolutions, D&S and Collaborative Contracting related information to be made available to institutions.

The websites for gathering spend data against contracts/frameworks from both institutions (**Contract Uptake**) and suppliers (**Supplier MI**) were updated to improve the accuracy of management information available to procurement professionals.

The APUC **SharePoint** site continued to be developed and measures were put in place to improve information security as recommended by the government's **Cyber Essentials** initiative.

Funding to support the continuation of the Information Services Catalyst (ISC) as the **Collaboration Catalyst** was approved by the HE/FE Funding Consultation Group so the ongoing shared service development activity and collaborative support activity provided by the ISC will now continue although it's brief will be extended to support shared service and collaboration enhancement in other business areas.

The **DPO Shared Service** successfully launched in May, providing Data Protection Officers for the majority of Scotland's FE institutions, as well as some HEs.

InfoSec transitioned to a new Regional model called "**CISO-Share**" to more aptly characterise the new model of delivery by only CISOs and a new company (**HEFESTIS Ltd**.) was set up and CISOs and DPOs transitioned to this new entity which is not part of the APUC Group.

APUC has continued to achieve considerable success for the sectors by working closely with its client institutions and, with them, forming a highly focussed collective team. I would like to extend my thanks to all institutional staff involved in procurement activity for their cooperation and to all staff in APUC for this outstanding example of sustained and highly productive collaboration.

I should also like to convey my warm thanks to my colleagues on the APUC Board whose guidance and support for the development of APUC has been, and continues to be, extremely valuable.

The 2017-18 Financial Statements and associated reports are available on the corporate information page on the APUC website

The report this year provides summaries of key actions and achievements across the 2017/18 Academic Year by the APUC team.

In GENERAL

- New APUC Strategy developed to cover the period from 2018 to 2022.
- The **Procurement Network Conference** held in May at the Stirling Court Hotel was again very well supported with 118 delegates attending.
  A variety of plenary sessions took place covering topics such as GDPR, Electronics Watch and the issue of pollution caused by Plastics Waste.
- The **Edinburgh Office** facility was reviewed at the 3 year break point in the lease and the decision taken to remain at 101 George Street but with reduced space and cost. This to be effective from 31/8/18.
- Final e-enablement of the **Finance System** was completed with the implementation of the e-procurement module.
- APUC selected Alzheimer Scotland as its **Charity of the Year** and £1,179.50 was raised through various events.

Maximising options & benefits from COLLABORATIVE PROCUREMENT

- Circa 180 collaborative **Framework Agreements** were available to the sector throughout the year and the potential spend against this portfolio was £359m.
- **Category eBulletins** continued to be issued quarterly. These focus on the contracting programme and any useful updates for the category stakeholders. Bulletins are also issued for C1 contracts.
- All **GDPR** relevant suppliers were issued with revised Terms and Conditions for frameworks and stand-alone contracts and a Contractor Assessment Form was also issued to assess their compliance with GDPR. Operation Procurement continues to progress the status of these activities with all relevant suppliers.
- **Operational Procurement Strategy** was updated in line with 2018 – 2022 Strategy.
- The 2017 **Contracting Priorities Workshop** (CPW) was held on the 9th February at the Stirling Court Hotel and was very well attended.
  The CPW had a busy agenda focussing on Category Portfolio Workshops to agree the best utilisation of resources throughout the year. There was also a demonstration of the new Contract Uptake Tool and Hunter Contract Planning. A session was also held on improving collaborative ways of working.

Developing INSTITUTIONAL PROCUREMENT SERVICES

- The first **Responsible Procurement Champion** was assigned to pilot the work of this new role and started leading work to develop tools to move the Responsible Procurement agenda forward in institutional procurement activity.
- **Institutional support teams** are now well established and divided equally between regionally focussed areas.
- The **Shared Service Institution Reports** are now published annually and continue to be met with positive feedback by all stakeholders.
- **Over half of APUC member Institutions** now benefitting from APUC shared service staff.
- **Circa 40 staff** are providing on-site procurement capability on a shared service basis.

Delivering on DEVELOPMENT and SUSTAINABILITY – another busy year….

- APUC ran 20 externally provided **training courses** over the past 16 months for the sector, which were all fully booked (delivered to circa 350 attendees).
- Over 80 suppliers have now been requested to complete their supply chain assessment on the **Sustain website**. 14 suppliers completed the assessment and results were published. A further 2 suppliers were being validated / awaiting publication and a total of 46 sub-tier suppliers were identified for consideration for assessment. The website is under continual development to improve and streamline the validation process.
- A new 'dashboard' view of **Sustain** was launched for Heads of Procurement / Heads of Category and new Responsible Procurement Champions within APUC.
- The **Management Trainee programme** continues to be extremely successful, with 4th round resources now well into their first year of training.
- **Electronics Watch** continued to run seminars, the most recent of which was on 'SRPP – Extending to Extractives in the Electronics Industry' and this is available on their website. Electronics Watch also attended the Procurement Network Conference in May to discuss what buyers can do to influence and support change in the industry.
- The Development and Sustainability team has been contacting institutions to arrange catch up meetings to discuss the outcomes of the first **Procurement and Commercial Improvement Programme (PCIP)** assessment round, progress to date and any issues ahead of the next formal round. The web portal for publication of **PCIP data** is fully operational on the APUC SharePoint site.
- Guidance was issued to institutions on how to prepare their **Annual Procurement Report** as mandated by the Procurement Reform (Scotland) Act.

Enabling excellence in technology use through eSOLUTIONS

- The **PECOS Gateway** was launched to enable public bodies to 'punch out' of their own finance systems and seamlessly 'punch in' to shop catalogues available to them and create requisitions. Three institutions are in the process of implementing PECOS Gateway capability.
- A **Contract Uptake** website replacement was launched allowing institutions to provide feedback on which Framework Agreements they are using. This incorporates information from the Hunter database making it easier to update.
- The new **Supplier MI** website was launched. The site improves the process for contracted suppliers to record institution spend through agreements and enhances the accuracy of spend data collection.
- The **APUC internal SharePoint** site continued to be developed. Navigation has now been improved to assist with accessing data and additional sites were created for Infoshare, DPOshare and CISOShare.
- **Cyber Essentials Plus** –Two factor authentication was set up with administrators and planned for rollout to all staff by end August 2018.
- A **Supply Chain Contract Management** website was developed to allow contract managers to schedule supplier meetings and track supplier performance.

APUC/UCSS could not function without the continuing support from the CORPORATE SERVICES teams

- Local support for IT, facilities and communications is now well established for each APUC office location.
- Continuing support for client facing media (eBulletins etc).
- Stakeholder and staff eZines now well established as a popular means of communication.
- Full Finance support to the business, for staff and external stakeholders.
- HR support that was previously provided by Queen Margaret University as a shared service has now been replaced with a dedicated in-house HR Manager. All HR policies have been reviewed and updated during the 2017/18 year.

The Universities & Colleges Shared Services (UCSS) INFORMATION SERVICES CATALYST

– catalysing shared services across Information Services in Universities and Colleges

- The IS Catalyst (ISC) continued to develop and is now transitioned to the **Collaborative Catalyst**. The ISC was a time limited project funded to the end of July 2018.
- Funding to support the continuation as the **Collaborative Catalyst** was approved by the HE/FE Funding Consultation Group so the ongoing shared service development activity and collaborative support activity provided by the ISC will now continue although it's brief will be extended to support shared service and collaboration enhancement in other business areas.
- The **MoodleShare** shared service continues to support three institutions with their VLE infrastructure.
- The **DPO Shared Service** successfully launched in May, providing Data Protection Officers (as mandated by new GDPR rules that came into effect on the 25th of May 2018). This service covers the majority of Scotland's FE institutions, as well as some HEs. Seven Data Protection Officers started in the month of May, covering all the institutions who joined the service.
- InfoSec transitioned to a new Regional model (with the hiring of 2 new Regional CISOs to supplement the existing CISO). The new model formally began on 1/8/18 when the new resources were all in place. The name of the Service was changed to "**CISO-Share**" to more aptly characterise the new model of (more localised) delivery by only CISOs.
- A new company (not part of the APUC Group) called **HEFESTIS Ltd** was set up to host all sectoral information services shared services and all CISOs and DPOs will be moved into this company with effect from early August 2018.

Update on GOVERNANCE:

- Gerry Webber, Edinburgh Napier University resigned from the Board on 19/2/18, in parallel to his retirement from Edinburgh Napier University. The Board wishes to express their sincere thanks to Mr Webber for his excellent chairmanship of the APUC Board.
- Jim McGeorge, University of Dundee joined the Board on 4/12/17 and almost immediately took on the role of Chair.
- Liam McCabe, University of Stirling stepped off the Board on 18/5/18 as he took on the role of Chairing SUFDG.
- Phil McNaull, University of Edinburgh joined the Board on 18/5/18 as Liam McCabe's replacement.
- Sheena Stewart, Abertay University kindly agreed to extend her current term as an HE director on the Board by one year to May 2019 to enable the directors 3 year term cycle to be brought into sync
- Janet Thomson, Glasgow Clyde College agreed to continue to serve as an FE director for a further three years until May 2021.

Fig 1a - Collaborative Contracts available with Buyers' Guides

Audio Visual, Multimedia, Entertainment and The Arts Supplies and Services

- Audio Visual (inc. Video Conferencing) Supply, Design, Installation, Maintenance
- Photographic Equipment & Consumables

Library and Publications Supplies and Services

- eBooks and eBook Collections for HE/FE
- Library Books, Educational Textbooks & Multimedia Supplies
- Periodicals (The Supply of) Sole supplier of Periodicals to members of APUC, Northern Ireland Institutions, National Library of Scotland and National Museums of Scotland
- Print Books and Standing Orders (The Supply of)

Catering Supplies and Services

- Alcohol - Supply and Distribution of Spirits, Wine, Beer & Cider
- Catering Consultancy Services
- Catering Disposables & Sundries (Scotland Excel)
- Catering Light and Heavy Equipment
- Catering Outsourced Services
- Confectionery, Snacks, Soft Drinks, Cakes and Ancillary Products
- Disposables and Kitchen Chemicals (Catering)
- Fresh Bakery Products
- Fresh Butcher Meat
- Fresh Dairy Products
- Fresh Fish & Seafood
- Fresh Fruit & Vegetables
- Frozen and Chilled Foods
- Grocery Provisions and Chilled Foods
- Hot Beverage Dispensing Equipment and Ingredients
- Innovative Food Concepts (ICC2009)
- Kitchen Equipment Maintenance
- Recruitment Services
- Soft Drinks, Fruit Juice Concentrate, Associated Products and Services
- Vending Equipment (Supply and Distribution of)
- Water Coolers (900W)

Medical, Surgical, Nursing Supplies and Services

- Healthcare Student Uniforms

Furniture, Furnishings and textiles, Supplies and Services

- Domestic Furniture & Furnishings (including White Goods)
- Floor Coverings
- Furniture (Supply, Delivery & Installation)
- Hair & Beauty
- Soft Furnishings - Lot 1 - Bedding & Bathroom Textiles & Associated Student Accomodation Packs
- Supported Factories and Businesses
- White Goods & Associated Products & Services
- Window Coverings

Janitorial and Domestic Supplies and Services

- Ceremonial Gown and Photography Services
- Cleaning Materials and Disposable Paper Products
- Laundry Services
- Washroom Services

Insurance Services and fees

- Non-life Insurance

Utilities

- Liquid Fuels
- Natural Gas
- Non Domestic Energy Efficiency
- Supply of Electricity (HH, NHH and Domestic)
- Water and Waste Water Services

Computer Supplies and Services

- Apple Equipment & Services (National)
- Application Design and Development Services
- Client Devices - Thin Clients (National Framework for)
- Client Devices - Web Based Computing and Proprietary Devices (National Framework for)
- Data Centre Management - Lot 1 Equipment
- Desktop & Notebook (NDNA)
- Desktop Client Devices (National Framework for)
- Digital and Technology Services
- Hosting Services
- IT Consumables
- IT Peripherals (SP-17-021
- IT Related Accessories and Parts (ITRAP)
- JISC Routing & Switching Equipment
- JISC Shared Data Centre
- Mobile Client Devices (National Framework for)
- National Framework for Workstation Client Devices
- National Job Evaluation for the Further Education sector
- Office Equipment
- Pecos Integration Support
- Printers and Managed Print Services (NEPA)
- Professional Buying Tools - PCS Tender
- SCURL Library Services Platform Systems
- Server Maintenance
- Servers, Storage and Solutions National Agreement (SSSNA)
- Similarity Detection Systems and Associated Services
- Software Licence Resellers Agreement (SLRA)
- Student Information Management Systems and Associated Services
- Tablet Client Devices
- Technology Products 2 (RM3733)
- Virtual Learning Environment (VLE) Systems Framework
- Vulnerability Assessment and Information Services

Laboratory Supplies and Services

- 3D Printers, 3D Scanners and associated equipment
- Antibodies and Sera (and other related matrices) IRLA
- HVLE - Gene Expression & Genotyping Analysis Equipment, Associated Equipment, Accessories, Consumables, Maintenance & Servicing
- HVLE - Imaging/Analysis Systems & Microscopy Instruments
- HVLE - Magnetic Resonance Equipment (MRI)
- HVLE - Maintenance and Servicing of High Value Laboratory Equipment
- HVLE - Refurbishment & Recycling & Disposal of High Value Laboratory Equipment
- HVLE - Spectroscopy
- HVLE - X-Ray & Elemental/Micro Analysis
- IUPC Lab Gases
- Laboratory Chemicals
- Laboratory Equipment Supply, Installation, Delivery and Post Installation Services
- Laboratory Plastic-ware, Glassware & Sundries
- Laser Equipment, Supply of
- Mass Spectrometry and Chromatography

Fig 1b - Collaborative Contracts available with Buyers' Guides (continued)

- Laboratory Equipment Supply, Installation, Delivery and Post Installation Services
- Laboratory Plastic-ware, Glassware & Sundries
- Laser Equipment, Supply of
- Mass Spectrometry and Chromatography
- Microscopes & Imaging
- Multi Modality Imaging Framework
- Radiochemicals for use in Research and Teaching
- Veterinary Supplies

Workshop and Maintenance Supplies and Services (Laboratory and Estates or Facilities)

- Electrical Sundries Supply of
- Electronic Components - Lot 1 Electronic Components
- Salt For Winter Maintenance
- Timber Products

Printing and Reprographics Supplies and Services

- External Print and Associated Services
- Publishing, Print, Design & Associated Services (Provision of)

Telecommunications, Postal and Mail Room Supplies and Services

- Courier, parcel and international mail services
- Franking Machines
- JISC Telephony Purchasing Service
- Mobile Phones - Ethically Sourced
- Network Enablement Services
- Network Services
- Postal Services
- Telecoms Equipment Lot 2 Telephones

Professional Fees and Bought-in Services

- Audit Services - Internal External and Tax
- Cash & Valuables in Transit
- Creative Services
- Childcare Vouchers Scheme, provision of
- Debt Collection Services
- Defined Contribution Scheme
- Digital Marketing
- Education Recruitment Advertising & Resourcing Services – National (NERARS)
- Employee Services
- ePurchasing Card Solution
- Events & Video Production Services
- Executive and Senior Strategic Search and Recruitment Services
- Fitness and Sports Equipment
- Global Mobility Support Services Lot 1 Legal Services
- Intellectual Property Rights Services
- International Media Planning Buying & Associated Services
- Legal Services
- Management Consultancy Framework
- Marketing Research
- Media Planning Buying & Associated Services
- Media Services Framework 2nd Generation
- Office & Special Moving Services
- Public Relations
- Recruitment Advertising & PINs
- Relocation Services
- Temporary Agency Staffing Services - Lot 1 - Admin and Clerical
- Temporary and Interim Staff - Administration East (Provision of)
- Temporary and Interim Staff - Administration North (Provision of)
- Temporary and Interim Staff - Administration West (Provision of)
- Temporary and Interim Staff - Catering/Manual East (Provision of)
- Temporary and Interim Staff - Catering/Manual North (Provision of)
- Temporary and Interim Staff - Catering/Manual West (Provision of)
- Temporary and Interim Staff - Interim IT (Provision of)
- Temporary and Interim Staff - Interim Professionals (Provision of)
- Training Provider Agreement - Lot 1 IT and Project Management

Stationery and Office Supplies

- General Stationery and Office Paper
- Office, Computer and Library Supplies
- Paper and Specialist Printing Paper
- Promotional Goods - Lot 1 Promotional Products

Travel and Transport (incl. Vehicle hire and Subsistence) Supplies and Services

- Travel and Student Travel Services
- Travel Services

Safety and Security Supplies and Services

- Employee Counselling and associated services
- Fire Fighting Equipment Supply & Servicing (The Consortium)
- Fire Safety Products and Services
- Occupational Health for Staff
- Personal Protection Equipment (PPE)
- Security Services & Equipment

Vehicles Supplies and Services (Purchase, Lease, Contract Hire)

- Vehicle Hire & Leasing - Lot 1 Vehicle Hire
- Vehicle Lease (CCS ref RM3710)
- Vehicle Purchase (CCS ref RM1070)

Estates, Buildings and Facilities Management Supplies and Services

- Air Filters - Lot 1 - Air Filters & Associated Products
- Asbestos Surveys, Removal & Disposal, Analytical Services
- Building Materials
- Door Maintenance, Repair, Inspection and Including Supply
- Estates Professional Services (RM3816)
- Lift Maintenance, Installation & Refurbishment Services
- Pest Control
- Plumbing & Heating Consumables
- Portable Appliance (PAT) & Fixed Wire (FWT) Testing - Lot 3 PAT Scotland

Project Management and Full Design Team Services RM3741

- Recycling Bins & Street Furniture - Lot 1 Recycling Bins
- Road Surfacing
- Signs and Signage Lot 2
- Trade Materials
- Waste Management
- Water Quality Management - Lots 1- 5 – Risk Assessment Services

Annex A

Full members - HE Institutions (19)

Abertay University
Edinburgh Napier University
Glasgow Caledonian University
Glasgow School of Art
Heriot-Watt University
Queen Margaret University
Robert Gordon University
Royal Conservatoire of Scotland
Scottish Association for Marine Science (SAMS)
Scotland's Rural College (SRUC)
University of Aberdeen
University of Dundee
University of Edinburgh
University of Glasgow
University of St Andrews
University of Stirling
University of Strathclyde
University of the Highlands and Islands
University of the West of Scotland

Full members – FE Institutions (23)

Ayrshire College
Borders College
City of Glasgow College
Dumfries and Galloway College
Dundee and Angus College
Edinburgh College
Fife College
Forth Valley College
Glasgow Clyde College
Glasgow Kelvin College
Inverness College
Lews Castle College
Moray College
New College Lanarkshire
Newbattle Abbey College
North East Scotland College
North Highland College
Perth College
Sabhal Mor Ostaig
South Lanarkshire College
West College Scotland
West Highland College
West Lothian College

Associate members (7)

Argyll College
Fraunhöfer UK Research Ltd
Orkney College
Shetland College
The James Hutton Institute
The Highland Theological College
UHI Shared Services Limited

Associated bodies (2)

College Development Network
The Scottish Funding Council

Annex B

Directors for the year ended 31 July 2017

Gerry Webber, *University Secretary, Edinburgh Napier University*[1]
Liam McCabe, Director of Finance, University of Stirling[2]
Jim McGeorge, University Secretary, University of Dundee[1]
Phil McNaull. Finance Director, University of Edinburgh[2]
Sheena Stewart, University Secretary, Abertay University
Janet Thomson, Deputy *Principal, Glasgow Clyde College*
Pete Smith, Vice Principal - Finance and Resources, Borders College
Carol Turnbull, Principal, Dumfries and Galloway College [2]
Fiona Gavine – non sector director
Stuart Paterson – *non sectoral director*
Douglas MacKellar – *non sectoral director*
Angus Warren – *Chief Executive, APUC Ltd*

[1] Gerry Webber resigned from the Board on 19/2/18
[1] Jim McGeorge joined the Board on 4/12/17 as Gerry Webber's replacement.
[2] Liam McCabe resigned from the Board on 18/5/18
2 Phil McNaull joined the Board on 18/5/18 as Liam McCabe's replacement.

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