

## Bulletin issue 18-6

### Central Procurement Office Website

These web pages provide up-to-date information on University Procurement processes. Also available on these pages are guidance notes, terms and conditions, latest news and Procurement contact details.

### HEContracts

HEContracts is a searchable contract database owned and managed by the HE Sector where you can find contract information for all contracts available for use by University staff.

<https://www.hecontracts.co.uk/>

## Environmental Sustainability

The University has a mission by 2020 to be recognised globally for the excellence of its Research, outstanding learning and student experience, and social responsibility. Our vision is for the University to use its full range of knowledge and influence to support a world that is environmentally sustainable. For more information and advice on Environmental Sustainability, please visit

<http://www.sustainability.manchester.ac.uk/>

## Procurement Highlights

### 1. Procurement News

#### Banner

Thank you to those that participated in the recent survey on the performance of Banner for stationery supplies. Overall 65% of respondents rated their performance Good to Excellent with less than 8% rating them Poor or Very Poor.



We will be discussing the findings of the survey with Banner to further improve their performance and in particular the items below.

#### Q1 – Range of products

- We need to address the issue of missing images from eMarketplace and will work with them to enhance their product descriptions where we are able.
- If you can't find the product you want please use the "Get a quote" functionality which is on the right hand side of the eMarketplace home screen

#### Q2 – Quality of products

- We will review their budget range products especially cut folder, paper, plastic wallets and Q-Connect general products to assess their suitability for the University and provide alternatives where appropriate
- Under their Quality Guarantee, If you are unhappy with the quality of products that have been delivered please contact Banner directly and they will arrange a refund/collection where appropriate

Follow us at;  
@UOMProcurement



Q3 – Deliveries

- On occasion the University's use of the 'notes to supplier' field causes major issues for suppliers (including Banner) as not all the information is visible to the driver. This is a University issue and where possible please ensure you select your correct delivery address from the system and not use the notes to suppliers.
- We have been working with Banner to improve their delivery services and they have already invested in a new transport management system. This will be an electronic system with hand held PDA's which will enable an electronic proof of delivery which will be available to view online.
- They have already invested in additional stock levels to meet the University's demands but we will review this with them over the coming weeks.

Q4 – Order fulfilment

- We would like to remind staff that the eMarketplace is not a 'live' stock system
- The issue of incomplete orders, missing items, items received but not ordered etc, is a major concern and the implementation of their new transport management system and investment in additional stock should alleviate some of the issues. However, we will work closely with the supplier to monitor improvement in this area

Q5 – Customer Service

- From the feedback Chris Goodwin is providing a very good service to the University but the number of queries being dealt with is too high.
- The quality of customer service has to be consistent throughout the company and will be addressed with them over the coming weeks.
- Any issues please contact Chris Goodwin directly on 0843 538 3311

Just a reminder that it was not the University's choice to cease trading with Lyreco but it was their choice to no longer supply the HE sector.

**Thrifty Car Hire**

Thrifty have updated their booking system for the University and reservations should now be made using the details below:-

Account number: ZVOT01

Telephone: 01494 751 560

Email: [reservations@thrifty.co.uk](mailto:reservations@thrifty.co.uk)



The rates attached to this email apply to all bookings and Thrifty will not accept a reservation without a valid PO number. Please ensure you have the PO number to quote at the time of completing the reservation.



### Modern Slavery Awareness event

The University, in conjunction with colleagues from Greater Manchester’s Programme Challenger and Stop the Traffik, hosted a successful event on 15 May as part of the National Crime Agency Week (14-18 May 2018) on Forced Labour.

Modern Slavery is an international crime affecting millions of people regardless of age, gender or ethnicity, in developed and developing countries. In this country victims include people trafficked from overseas or vulnerable people from the UK who are forced to work illegally or against their will. The aim of the event was to raise awareness of the issue and share experiences with our construction supply chain.



The session was hosted by Julian Skyrme and focused on the Manchester context and the University's response. University colleagues were joined by representatives from our construction supply chain who heard speakers from the University, the Greater Manchester Combined Authority and a University construction contractor. This was followed by an opportunity to share experiences and network with other attendees.

Feedback was overwhelmingly positive, and included:

*‘Really well put together with a good spectrum of speakers.’*

*‘It was an eye opener. I wondered what impact this had on me but that was made clear during the event and opened up opportunities for my unit to assist.’*

This event is one of a number of actions to support the University’s zero tolerance approach to modern slavery and human trafficking. This article is available on-line via the link: [Modern slavery awareness event](#)

### STONEWALL Survey

We’re fast approaching STONEWALL season. The first activity is the annual survey. Last year we had 216 responses - it's good, but with over 10,000 staff we can be better!

We’d love to build on our STONEWALL success from last year so please could you all help by completing the questionnaire; it takes less than 5 minutes. Here is the link; <https://www.snapsurveys.com/wh/s.asp?k=152810184626> and the magic number (so we can track our response rate) is 1693”

### Reminder

Please could colleagues be reminded that it is not acceptable to place business with a supplier for any form of goods or services, and then request the supplier to be set up on Oracle retrospectively?

The Financial Regulations make it very clear that before engaging a supply of goods/services you must have an Oracle purchase order in place, for by so doing you are receiving approval to purchase. The University also has a no PO no Pay policy. Thus if a supplier invoice arrives and does not quote an Oracle purchase

order number, the invoice will not be processed and be returned to the supplier with an accompanying letter.

Further guidance on setting up suppliers can be found here:

<http://documents.manchester.ac.uk/display.aspx?DocID=32333%20>

If you could ensure this message is disseminated to all members of your teams who may wish to request goods or services so they understand the process we would be grateful.

## 2. eMarketplace Supplier News



### Promega UK Announces Winners of the First Helix Sustainability Awards

**Promega UK, (18 June 2018)** the US owned Life Sciences Company, based on the Chilworth Science Park near Southampton, has announced the winners of its new Helix Sustainability award.

Helix is a laboratory storage system used to support scientists with their bio-medical research for fighting diseases like Cancer and Alzheimer's.



The cabinets, fridges and freezers supplied by Promega to store its products are designed to make scientists projects easier to administer, by supplying their most used reagents and assays in a handy storage device. The device is supplied free of charge to customers using Promega products. This means that regardless of the time of day – they can simply swipe and take what they need for their experiment (as each item has an 'RFID' tag on it for billing and replenishment) – even in the middle of the night, when traditional supply stores are closed.

The winner of the first prize in the Helix award was the organisation who had gained the most environmental benefit from having the system out of Promega's UK customers across the public and private sectors. Calculations were made after considering the number of individual shipments saved and associated packaging costs, including dry ice use. The top three institutions are:

1. University of Edinburgh
2. **University of Manchester**
3. University of Glasgow

By using Helix, the top three organisations saved a combined total of 1000 shipments.

Follow us at;  
@UOMProcurement



Left to right, Paul Banks: Promega UK, Northern Key account Manager. Paul Curran: Manchester University, Biomedical Services Technical Manager

Commenting on the awards, Rob Holmes, Sales Specialist at Promega UK said, “Helix has been available to our customers for a number of years in the UK. However, over the last 18 months we’ve realised that as well as convenience and accessibility; the cabinets, fridges and freezers also offer our customers across the public and private sector the opportunity to save organisational time and money as well as helping the environment. For any organisation in this cost cutting environment – that’s really important.”

*Paul Curran, Facilities Manager at University of Manchester said, “We are delighted to have won this Silver Helix Award for our sustainable procurement of bio-medical supplies such as assays and reagents for analysing living cells and manipulating DNA. Our organisation is constantly looking at ways that we can reduce our carbon footprint, whilst maintaining high quality supplies to our internal customers.”*

Promega and Stopford Stores would like to thank all our customers for their purchases to make this award possible. We hope that this partnership can continue to flourish and hopefully grow even more. More information and instructions on how to purchase these items can be found on the stores section of the FBMH intranet pages, by visiting the stores counter, by phone on extension 55058 or by emailing [Paul.Curran@manchester.ac.uk](mailto:Paul.Curran@manchester.ac.uk)

## Diaries

Diaries are available to purchase from Banner via eMarketplace. Attached are the available products and prices to assist you to search for the right product via eMarketplace



Keep up to date

Follow us at;  
@UOMProcurement

