

Higher Ed Services Pty Ltd

My eQuals Lessons in Sector wide Procurement and Contract Management

Andrew Trnacek
CEO HES

My eQuals

My eQuals: an Overview



My eQuals goes boldly where no one has gone before



Digital the final frontier

- My eQuals is without precedent in ANZ
- No legislative requirement
- No government funding
- No template to work from

My eEquals is up and running

46 universities are participating

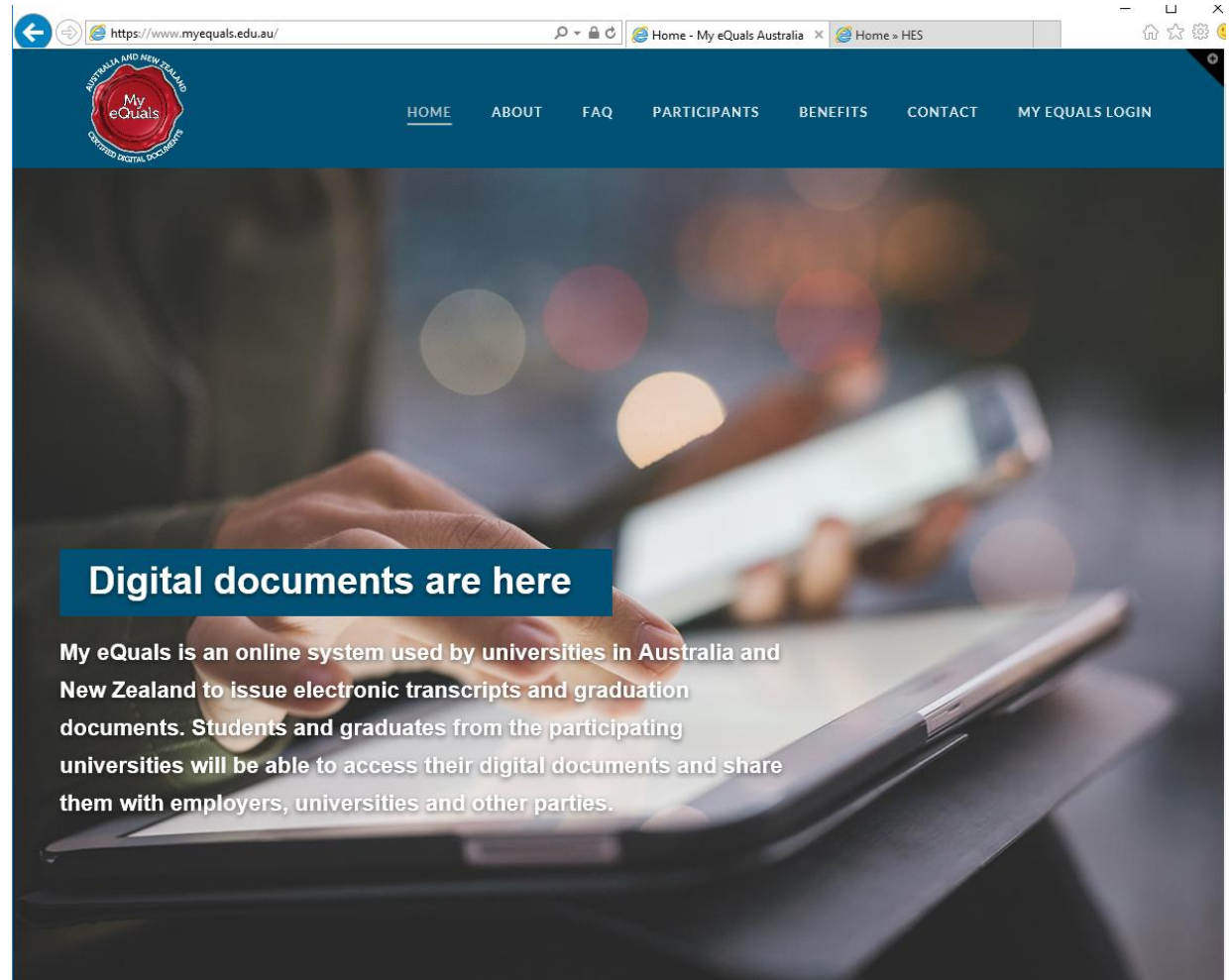
Launch: April 2017

- We have signed up
- My equals went live with the first 4 pilot Universities:
 - Monash
 - Auckland,
 - AUT
 - RMIT
 - Adelaide (soon)
 - Melbourne (soon),

Implementation Timeframe

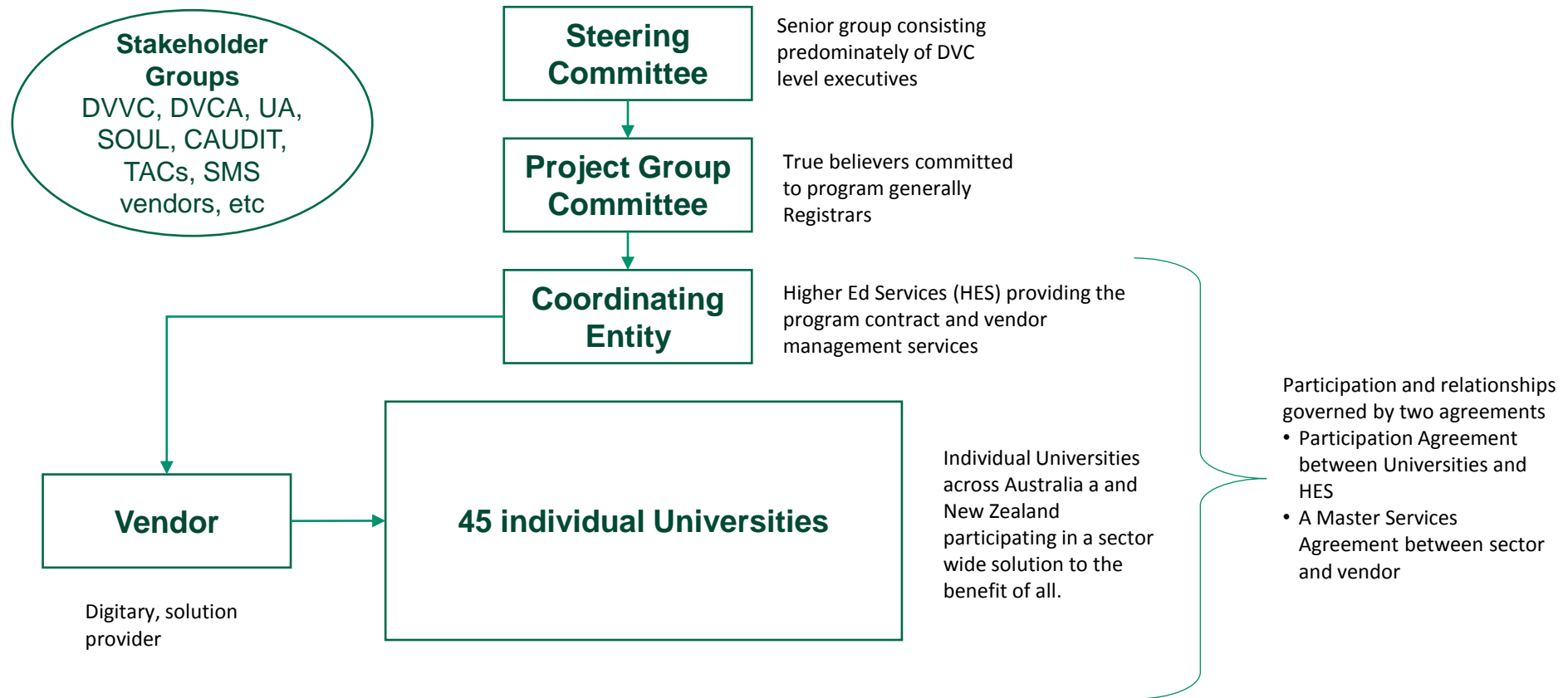
- The remaining universities will 'on-board' in a series of 5 waves
- Roll out complete in 1Q2018

<https://www.myequals.edu.au/>



Lesson 1: Representative governance is crucial

Governance: Simplified complexity or complex simplification?



Lesson 2: Go for it

An aggressive approach can produce excellent results but carries risks that need to be managed



Context

- Audacious timeframes
- Implementation program started prior to finalisation of participation numbers
- Complex funding schedule
- Builds momentum but...
- ...Creates greater program risk and complexity

Project Response

- Document, communicate and manage risks
- Have a plan B

Lesson 3: Commit to the cause

You've got to have faith...



Context

- People committed time and effort outside of their day job to make this happen because they believed in the concept.
- When called on for support key individuals and institutions backed the program
 - Decision to proceed
 - Funding and contracts
 - Rallying the troops

Project Response

- Remain focused on the 'why'
- Identify and enlist program supporters especially the key influencers

Lesson 4: Resource the effort

A program this size is a major endeavour; resource it as such.



Context

- Multiple moving parts
- Need for momentum
- Making things happen and follow up
- Everyone has a day job

Response

- Make it someone's day job
- Resource the project early if you want results
- Eases burden of participation

Lesson 4: Break Down Decisions

Several smaller decisions are easier to make than one big one.



Context

- Several small decisions are easier to make than one large one e.g.
 - i.e. the initial task force was to investigate feasibility only no commitments at that stage
 - Initial costs per participant were only 5k.
 - Original letters of participation were non-binding but helped build commitment

Project Response

- Break down decisions
- Support major decisions with analysis and process

Lesson 5: Contracts

Start early and consult widely



Context

- Universities and their lawyers are conservative and risk adverse
- With many participants you have the potential for infinite redrafts
- Can't negotiate with 46 parties

Response

- Start early
- Manage centrally use a review/reference group
- Substantive content vs boiler plate
- Issue ST&Cs with the RFQ
- Impose deadlines (carrot and stick)
- Good relationships are as important as good contracts

Lesson 6: Stakeholder Management

If you think herding cats is hard try herding kangaroos (or registrars)



Context

- Stakeholders ecosystem
 - 45 Universities,
 - 47 participants,
 - 10 bodies or committees
 - 2 countries
- Universities are siloed (internal comms)
- Gossip, the only content that transmits itself

Response

- Assign points of contact but don't assume they will manage internal comms
- Multiple channels to communicate
- Rinse and repeat
- Use existing bodies

Questions?

