From: Freedom of Information  
Sent: 04 August 2021 15:50  
To:  
Subject: Freedom of Information Response (Our Ref: K/21/222)

Dear

Freedom of Information Response (Our Ref: K/21/222)

Thank you for your Freedom of Information (FOI) request dated 3 May 2021, reference K/21/222. Please accept our sincere apologies for the delay in responding to your request.

Your request read:

“Primary Customer Relationship Management Solution (CRM):  
For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

1. Name of Supplier: Can you please provide me with the software provider for each contract?

2. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.

3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.

4. Number of Users/Licenses: What is the total number of user/licenses for this contract?

5. Annual Spend: What is the annual average spend for each contract?

6. Contract Duration: What is the duration of the contract please include any available extensions within the contract.

7. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

9. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
10. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number). You may have received the same request in the past. The information sent has now expired and I required an update as soon as possible. If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates.

The University of Leeds holds some of this information. For your convenience we have responded to each of your requests in turn below.

1. Name of Supplier
   Banner (Ellucian), PGT Admissions CRM (MS Dynamics)

2. The brand of the software
   Banner and MS Dynamics

3. Description of the contract
   Banner: Licensing and supplier support
   MS Dynamics: We hold a support contract with Pythagoras and licensing is part of the our contract with Microsoft

4. Number of Users/Licenses
   Banner – enterprise wide
   MS Dynamics: 850 Professional, one Essential

5. Annual Spend: What is the annual average spend for each contract?
   We do not hold information which allows us to calculate an average annual spend.

6. Contract Duration
   Contracts for Banner and with Pythagoras are both renewed annually

7. Contract Start Date
   Banner – September 2020
   Pythagoras - May 2021

8. Contract Expiry
   Banner - September 2021
   Pythagoras - May 2022

9. Contract Review Date
   Both contracts are currently under review.

10. Contact Details
    Please contact the University's Purchasing/Procurement department for all matters relating to contracts.
We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post:    Mr D Wardle
         Deputy Secretary
         The University of Leeds
         Leeds
         LS2 9JT

Email:   foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University’s response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds