Further to your FOI request, please see below:

**Enterprise Resource Planning Software Solution (ERP):** Answer: SAP ERP 6.0 EHP7

**Primary Customer Relationship Management Solution (CRM):** Answer: Dynamics CRM 2013 SP1-UR4

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

**Primary Human Resources (HR) and Payroll Software Solution:** Answer: SAP ERP 6.0 EHP7

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

**The organisation’s primary corporate Finance Software Solution:** Answer: SAP ERP 6.0 EHP7

For example, Agresso, Integra, Sapphire Systems; software of this nature.

1. **Name of Supplier:** Can you please provide me with the software provider for each contract? 
   Answer: ERP, HR, Payroll and Finance all provided by SAP (UK) Limited, Clockhouse Place, Feltham, TW14 8HD

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. Answer: SAP ERP 6.0 EHP7

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. Answer: The contract is for software including upgrade, maintenance and support of the mySAP business suite

4. **Number of Users/Licenses:** What is the total number of user/licenses for this contract? 
   Answer: The commercial terms of our contract are confidential and therefore exempt under Section 43 of the FOI Act. If the University were to breach its contract terms it would jeopardise its ability to work with this and other suppliers. This would seriously inhibit our ability to get the best value for money. As we are, to a large extent, publicly funded, and our purchasing policies already demonstrate our financial and governance probity, I am persuaded that the public interest lies in withholding this level of detail. I am also concerned that, the release of information explicitly
identified as confidential by our supplier could leave the University open to action for breach of contract and the information could, therefore, also be exempt under Section 41.

5. **Annual Spend**: What is the annual average spend for each contract? *Answer: see 4 above.*

6. **Contract Duration**: What is the duration of the contract please include any available extensions within the contract. *Answer: The contact does not have a specific duration, the maintenance charge is paid annually for a calendar year*

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. *Answer: Our business relationship with SAP started in 1998, our maintenance agreement is renewed annually for a calendar year*

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. *Answer: The contact does not have a specific duration, our maintenance agreement is renewed annually for a calendar year*

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. *Answer: See above*

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). *Answer: You can contact the University’s Purchasing department on CentralPurchasing@adm.leeds.ac.uk, 0113 343 6987*

---- End of answers for ERP, HR, Payroll and Finance ----

---- Answers for CRM ----

1. **Name of Supplier**: Can you please provide me with the software provider for each contract?
   *Answer: Pythagoras.co.uk*

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:** Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

*Answer: The contract is for software support*

**The following 3rd party components used in the deployment:**

1. **ClickDimensions**
2. **PCA Predict Address Lookup - (Postcode Anywhere)**
3. **Twillio SMS**
4. **ADX Portals v7**
5. **BotDetect Captcha**
6. **GOTO Webinar**
7. **Email Router**
8. **SharePoint Integration**
9. **Auto Numbering Integration**
10. **SSRS: Offer Letters**
11. **SSIS: In Prod Server**

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

*Answer: Current enabled users = 805*

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

*Answer: see answer to Q4 in ERP response regarding confidentiality.*
6. **Contract Duration**: What is the duration of the contract please include any available extensions within the contract.

   *Answer: 2 years plus a possible 1 year extension*

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.

   *Answer: May 2019*

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.

   *Answer: May 2021*

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.

   *Answer: January 2021*

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).

    *Answer: You can contact the University’s Purchasing department on CentralPurchasing@adm.leeds.ac.uk, 0113 343 6987*