From: Freedom of Information  
Sent: 08 September 2021 15:47  
To:  
Subject: Freedom of Information Response (Our Ref: K/21/418)

Dear

Freedom of Information Response (Our Ref: K/21/418)

Thank you for your Freedom of Information (FOI) request dated 26 August 2021, reference K/21/418.

Your request read:

“The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

Enterprise Resource Planning Software Solution (ERP):

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

Primary Human Resources (HR) and Payroll Software Solution:  
For example, iTrent, ResourceLink, HealthRoster; software of this nature.

The organisation’s primary corporate Finance Software Solution:  
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?

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 this information.

Please find attached to this email a copy of the response provided to you when you last requested this information, in 2019. The only information which has changed is that the contract with Pythagoras for Dynamics CRM 2013 SP1-UR4 has been extended to May 2022. All other information remains the same.

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.

Sincerely
Chloe Wilkins
Freedom of Information Officer
University of Leeds