Mr John Gilchrist
Freedom of Information Officer

21 March 2019

Ref: FOI/February 2019/ Darren Dixon

By email to dixydarren@gmail.com

The Burroughs
Hendon
London
NW4 4BT
United Kingdom

Tel: +44 (0)20 8411 4061
e-mail:
j.gilchrist@mdx.ac.uk
www.mdx.ac.uk

Dear Mr Dixon

Your request for information received on 13 February 2019 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

This is an email to request information under the FOI Act.

The information I require relates to the organisations software contract, please send me the organisation's primary contract around the types of contract below.

I require the organisation's to provide me with the following contract information relating to the following corporate software/enterprise applications:

A.   Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.

B.   Primary Customer Relationship Management (CRM) Solution-this is the organisation's main CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep

C.   Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main HR/payroll system and may include service support, maintenance and upgrades. In some cases the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resourcelink.

D.   The organisation's primary corporate Finance Software Solution-this is the organisation's main Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

For each of the categories above can you please provide me with the relevant contract information listed below:

1.   Software Category: ERP, CRM, HR, Payroll, Finance

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

3.   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.

4.   Description of the contract: Please do not just state two to three words can you please provide me with detailed 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.

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

6.   Annual Spend: What is the annual <u>average</u> spend for each contract?

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

8.   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.

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

10.   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.

11.   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).

University Response

1. ERP: Oracle e-business suite (includes: HR, Payroll, Finance)
   CRM: Radius from Campus Management
CRM: Gecko

2. ERP: Oracle
   CRM: Radius
CRM: Gecko

3. ERP: Oracle e-business suite
   CRM: Campus Management

CRM: GeckoLabs

4. ERP: Perpetual licence, Annual support and maintenance
  CRM: Perpetual licence and includes maintenance and support
CRM Perpetual licence and includes maintenance and support

5. EPR: Enterprise wide – based on FTE staff
   CRM: Enterprise wide – unlimited
CRM: Enterprise wide – limited to 100 users

6. ERP : Confidential
   CRM: Confidential
CRM: Confidential

7. ERP: Annual renewal
   CRM: Biennial renewal
CRM: Annual renewal

8. ERP: 2002
   CRM: 2007
CRM: 2015

9. ERP: No expiry date agreed
   CRM: No expiry date agreed
CRM: No expiry date agreed

10. ERP: Annually
    CRM: Biennially
CRM: Annually

11. ERP: Paula Vickers, p.vickers@mdx.ac.uk 0208 411 5187
    CRM: Ant Babajee, CRM Manager, crm@mdx.ac.uk, 020 8411 5939
CRM: Ant Babajee, CRM Manager, crm@mdx.ac.uk, 020 8411 5939

We operate additional CRMs but we have considered our student recruitment CRM to be our main one as you have indicated in the request.

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mr David Maplas, Director of Student Affairs, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 5830, d.malpas@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist
Freedom of Information Officer