



1 September 2015

By email to: [REDACTED]

Dear [REDACTED]

I refer to your Freedom of Information request received on 4 August 2015 about detailed IT contract information.

I can confirm that the University holds most of the information requested and is releasing this to you in full.

Your request and the University's Response.

Please see appendix.

This concludes the University's response

Your right to seek a review of how your information request was managed

If you are not satisfied with our response or our reasoning set-out above, you have 40 working days in which to require a review of our decision. Any such request should be put in writing and should be sent to the University Secretary, Abertay University, at the address provided below. The request should:

- (a) detail your request for a review of our decision to be undertaken
- (b) describe the nature of your original request
- (c) explain the reasons why you are dissatisfied with our response

University Secretary  
Abertay University  
Bell Street  
Dundee  
DD1 1HD  
Tel (01382) 308016

E-mail: S.Stewart@abertay.ac.uk

If you remain dissatisfied with how your request for information has been dealt with, you also have the right, in terms of section 47 of FOISA and within 6 months, to apply to the Scottish Information Commissioner for a decision as to whether we have handled your request properly.

Information relating to your right to seek review is available from the Scottish Information Commissioner's website:

<http://www.itspublicknowledge.info>

or by contacting the Scottish Information Commissioner's Office at the following address:

Scottish Information Commissioner,  
Kinburn Castle,  
Doubledykes Road, St Andrews,  
Fife KY16 9DS

Telephone: 01334 464610

Fax: 01334 464611

E-mail: <mailto:enquiries@itspublicknowledge.info>

Website: <http://www.itspublicknowledge.info>

If you are unhappy with the Commissioner's decision, you also have the right to appeal further to the Court of Session, on a point of law only, under section 56 of FOISA. Please refer to the Commissioner's website (details above) for further information about your right of appeal to the Court of Session.

Yours sincerely,

*FOI Processing*

Secretariat  
Abertay University

Abertay University is a registered Scottish charity, no. SC016040

Appendix

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

I want to apologise in advance for the length of this request but can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated.

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

1. Enterprise Resource Planning Software Solutions (ERP)

No software or contract available. The University does not have an ERP solution; the closest is our HR/Payroll system. Please see below.

2. Customer Relationship Management (CRM) Solutions

No software or contract available. The University does not have an ERP solution; the closest is our Alumni system. Please see below.

3. Human Resources (HR) and Payroll Software Solutions

Please see below.

4. Finance Software Solutions

Please see below.

Along with the actual contract information for the above can you also provide me with the maintenance and support contract associated with each of the categories above if it not already within the existing contract.

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

A: for Software Category - CRM

B: for Software Category - HR & Payroll

C: for Software Category - Finance

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

A: CRM (Raiser's Edge Alumni Solution) – Supplier is Blackbaud Europe Ltd

B: HR & Payroll – Supplier is SAP, through Absoft Ltd

C: Finance – Supplier is B-Plan Information Systems Ltd

3. Software Brand: 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.

A: CRM (Alumni Solution) – Software name: Raiser's Edge

B: HR & Payroll – Software name: SAPHR

C: Finance – Software name: APTOS

4. Contract Description: 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 the modules included within the contract.

A: CRM (Alumni Solution)

Maintenance Plan (Advantage) for Fundraising solutions

- The Raiser's Edge (RE)
- RE:EFT for Electronic Funds Transfer
- RE: Event for Special Events

B: HR & Payroll –

Maintenance and support for SAPHR licenses

Managed Service for SAPHR

Support Services for SAPHR

C: Finance –

Annual user license maintenance and support for Aptos products  
Support for IQ Objects  
Maintenance and support for Aptos Web Services  
Maintenance and support for AFD Postcode  
Maintenance and support for Uniface Run Time  
Maintenance and support for Aptos Business Intelligence Tools

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

A: CRM (Alumni Solution) – there are 7 user licenses

B: HR & Payroll –

2	Developer User
8	Professional Users
9	Ltd Professional Users
50	MSS Users
600	ESS (restricted) users
3	Payroll engines

C: Finance – there are 50 user licenses

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

A: CRM (Alumni Solution) – £4,988 per year

B: HR & Payroll – £71,083 per year

C: Finance – £36,205 per year

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

A: CRM (Alumni Solution) – annually

B: HR & Payroll – 2 years

C: Finance – Annually

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.

A: CRM (Alumni Solution) – Start date is 01-11-14

B: HR & Payroll – Start date is 01-07-15

C: Finance – Start date is 01-08-15

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.

A: CRM (Alumni Solution) – Expiry date is 31-10-15

B: HR & Payroll – Expiry date is 30-06-17

C: Finance – Expiry date is 31-07-16

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.

A: Contract review date (CRM – Alumni Solution): 30-09-15

B: Contract review date (HR/Payroll : 30-04-17

C: Contract review date (Finance): 31-05-16

11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract.

Contact details for all contracts (CRM, HR, Payroll and Finance) – Moriamo Oduyemi, Head of Corporate Information Systems.

If the organisation have an outsourced provider that looks after all software can you please request this information from your provider?

If any of the information is not available please can you provide me with the notes on the reasons why?

If possible can you please input the information on the spreadsheet provided. If you have not received the attached within this email can you please just send me the information in any format?