

Mr Robert Clark  
request-17748-5c81bd12@whatdotheyknow.com

5 October 2009

Our Ref: FOI 2009/151 – F0069795

Dear Mr Clark,

**Re: Freedom of Information (Scotland) Act 2002 – Request for Information**

Thank you for your email which was received by the University on 7 September 2009 timed 12:43, requesting the following information:

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In relation to the Student Lifecycle Project could you please answer the following queries:

1. How many vendors tendered for this project?
2. What were your selection criteria? Please provide the model that you used for comparing and ranking the vendor proposals. This should include the categories that were important and the weighting factor for each category.
3. For each vendor please provide the score for each individual category.
4. What areas were covered during the due diligence phase for the selected vendor?

In addition I would like further information with regard to two previous FOI requests.

Your response to the first FOI request was:

"The total costs charged to the Student Lifecycle Project account to 21/11/08 are £241,171. This breaks down into salary costs of £88,877 (to 31/10/08) and non pay costs of £152,294 (including travel expenses)." (see

<http://www.whatdotheyknow.com/request/3953/response/9702/attach/2/RESPONSE%20F0043217.pdf>)

At a later date, as part of your response to the second request:

[http://www.whatdotheyknow.com/request/12499/response/36179/attach/5/attachment3%20\\_2\\_.pdf](http://www.whatdotheyknow.com/request/12499/response/36179/attach/5/attachment3%20_2_.pdf)

You replied:

"The total cost to the project for staffing costs in this phase (October 2007 to May 2009) was £272,190. In most cases the costs related to backfill for departments and services from which team members were seconded. The only posts which were fully funded by the project were the fixed term project office posts. The total cost of external programme management consultancy support during this phase was £235,483. During the due diligence phase consultancy was also provided by a specialist IT consultancy working in partnership with the supplier. The costs of this were £293,982."

This indicates that £560,484 was charged to the Student Lifecycle Project Account between 21/11/08 and May 2009.

Could you please provide a breakdown of the £560,484? In the breakdown I would like the following information: the recipient, the amount, the date of transaction and the purpose of each item. I understand that salary costs cannot be broken down per individual.

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### **University's Response**

1. Three vendors tendered for the Student Lifecycle Project.

2. The selection criteria broken down into categories and weightings were as follows:

20% Functional, including scope and deliverability of proposed solution, degree of fit with the University's requirements summarised in the Invitation to Participate in Dialogue document and other documents, added value innovation and flexibility of proposed solution.

20% Strategic fit, including vision and consultancy services.

20% Implementation approach, including ability to execute.

15% Technical solution, including technology roadmap, web-enablement, user interface, service and support.

15% Overall profile (supplier, solution, experience, market position).

10% Cost, including value for money based on whole life costing.

3. Vendor scores per category (in same order as question 2):

Vendor 1 - 14; 15; 12; 12; 12; 7.5

Vendor 2 - 12; 12; 12; 10; 10; 5

Vendor 3 - 10; 10; 12; 9; 9; 6.5

4. The areas covered during the due diligence phase with the selected vendor were as follows:

1. Enquiry Management
2. Marketing & Recruitment Management
3. Applications and Admissions – General Requirements
4. Admissions and Applications – UCAS Admissions
5. Applications & Admissions – Other On-line/Electronic Applications
6. Applications & Admissions – Paper-based Applications
7. Applications and Admissions – Visiting Undergraduate Admissions
8. Applications and Admissions – Short-Course Admissions
9. Applications and Admissions – Interview Management
10. Registration & Course Enrolment
11. Pre-Registration – Student Record Creation
12. Pre-Registration – Student Responsibilities
13. Pre-Registration – Accreditation of Prior Learning
14. Pre-Registration – Allocation of Academic Advisors
15. Registration
16. Course Selection
17. Academic Advising
18. Course Enrolment
19. Curriculum Management
20. Course Timetabling
21. Allocation of Staff
22. Room Booking
23. Progression and Assessment– Coursework and Exam Marking
24. Progression and Assessment – Annual Progression
25. Progression and Assessment – Honours Progression
26. Progression and Assessment – Final Degree Classification
27. Progression and Assessment – Special Circumstances
28. Academic Appeals
29. Student Discipline and Academic Complaints
30. Faculty Transfer
31. Managing Withdrawals
32. Exam Management
33. Exam Management – Creation of Exam Papers
34. Exam Management – Exam Timetabling
35. Exam Management – Creation of Candidate Records
36. Exam Management – Invigilation
37. Exam Management – Internal Examiners
38. Exam Management – Exam Boards
39. Exam Management – Disabled Student Adjustments
40. Management of Research Students
41. Post-Graduate Research Students
42. Management of Research Supervisors and Examiners
43. General Research Management

44. Fees and Student Finance
45. Fee Setting and Prediction
46. Invoicing/Sponsors
47. Interface to prospective students and students/Payments
48. Financial Aid, Bursaries and Scholarships
49. Debt Management
50. Attendance Recording
51. Absence Management
52. Graduation and Transcripts
53. Graduation Management
54. Production of Graduation Documentation and Transcripts
55. Honorary Graduates
56. Alumni
57. Course & Programme Management
58. Placements
59. Students with Disabilities
60. Employability, Careers Management and Personal Development Planning (PDP)
61. Student Support Services
62. Collaborations & Data Exchange
63. Publications
64. CRM

5. The following response to the request for further information, following previous FOI requests, is based on figures supplied by the Student Lifecycle Project:

The costs of salaries, external consultancy for programme management support and specialist IT consultancy for due diligence during the period 21/11/08 to end May 2009 amounted to £567,354.80. The breakdown of this is given below:

	<b>Date</b>	<b>Amount</b>	<b>Purpose</b>	<b>Recipient</b>
	16/12/08	161,000.00	Consultancy	Atos
	09/01/09	58,865.63	Consultancy	Atos
	03/02/09	34,764.50	Consultancy	Atos
	25/02/09	21,883.35	Consultancy	Atos
	24/03/09	10,281.00	Consultancy	Atos
	24/03/09	7,187.50	Consultancy	Apex
<b>Total</b>		<b>293,981.98</b>		
	24/11/08	13,747.50	Consultancy	NCC
	10/12/08	12,333.75	Consultancy	NCC
	14/01/09	10,091.25	Consultancy	NCC
	29/01/09	1,121.25	Consultancy	NCC
	16/03/09	22,425.00	Consultancy	NCC
	31/03/09	14,576.25	Consultancy	NCC
<b>Total</b>		<b>74,295.00</b>		
	Nov 08	35,377.68	Salaries	UoG staff

	Dec 08	15,483.50	Salaries	UoG staff
	Jan 09	15,482.82	Salaries	UoG staff
	Feb 09	51,165.22	Salaries	UoG staff
	Mar 09	31,837.61	Salaries	UoG staff
	Apr 09	17,970.11	Salaries	UoG staff
	May 09	31,760.86	Salaries	UoG staff
Total		<b>199,077.80</b>		

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<http://www.ipo.gov.uk/copy.htm>

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Should you be dissatisfied with the way in which the University has dealt with your request, you have the right to require us to review our actions and decisions. Please refer to the Review Procedure (<http://www.gla.ac.uk/services/dpfoioffice/policiesandprocedures/foisa-complaintsandreview/>) for further information. All complaints regarding requests for information will be handled in accordance with this procedure.

Yours sincerely,

Data Protection and Freedom of Information Office