



[REDACTED]

30 March 2022

Dear [REDACTED],

Freedom of Information request: FOI2022/00068

Thank you for your Freedom of Information request received on the 1 March in which you requested the following:

Your request:

I would like to request the following information relating to the council's spend/usage on Microsoft Support.

What date is your Microsoft support renewal?

What Microsoft support do you currently have in place - Microsoft Premier, Microsoft Unified Support, something else (please specify), nothing?

How many support requests do you raise per year?

What are you currently paying per year?

In reference to IT department please can you provide the below information:

Who is your Head of Procurement? name, email Who is your Head of Operations? name, email

Our response

I can confirm UK Research and Innovation (UKRI) hold information relevant to your request. Please see the information below.

What date is your Microsoft support renewal?

Softcat for STFC (RAL Space) - contract ends on 30/04/2022

Phoenix Software Limited for all UKRI - contract ends on 31/12/2022

What Microsoft support do you currently have in place - Microsoft Premier, Microsoft Unified Support, something else (please specify), nothing?

Microsoft Premier for all UKRI

How many support requests do you raise per year?

20 calls raised by the Digital Data and Technology team (DDaT) for all UKRI.

What are you currently paying per year?

Row Labels	Phoenix Software Ltd	Softcat plc
2020	£467,259.46	£202,698.37
2021	£1,056,989.83	£222,170.40

Figures are based on procurement spend for Softcat PLC and Phoenix Software Ltd for 2020 & 2021 in relation to 'Microsoft' or the relevant support contract references.

In reference to IT department please can you provide the below information:

Who is your Head of Procurement? name, email Who is your Head of Operations? name, email

Please note that the name and contact details for the head of procurement and head of operations has been withheld. We consider that this information constitutes personal data and falls under the exemption at section 40(2) of the FOI Act. Section 40(2) exempts personal information such as names of individuals from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would, amongst other things, contravene one of the data protection principles. Disclosing this information would contravene the first Data Protection Principle as defined under Section 86 of the Data Protection Act 2018 and Article 5 of the UK General Data Protection Regulation (UK GDPR).

Section 40(2) is an absolute exemption and does not require a public interest test.

Information on procurement opportunities can be found on the [UKRI Procurement Portal](#)¹.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact:

Head of Information Governance

Email: foi@ukri.org or infogovernance@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: <http://www.ico.gov.uk/>

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,

Information Governance
Information Rights Team
UK Research and Innovation
foi@ukri.org | dataprotection@ukri.org

¹ <https://ukri.delta-esourcing.com/>