



[REDACTED]

30 January 2024

Dear [REDACTED],

Freedom of Information request: FOI2023/00995

Thank you for your Freedom of Information request received on the 14 December in which you requested the following:

Your request:

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).

Our response:

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

For CRM, uses Salesforce. The contract details are as follows:

1. Name of Supplier:

Softcat PLC

2. The brand of the software:

Enterprise Edition

3. Description of the contract:

UK Research and Innovation had a requirement for the provision of Salesforce Licencing. This has been sourced via a Mini Competition under the NHS DWS Framework agreement and awarded to Softcat PLC.

Please also list the software modules included in these contracts.

Licences	Software Modules
Funding Platform – Salesforce CRM	Service Cloud - Enterprise Edition
	Service Cloud - Enterprise edition (Restricted Use)
	Customer Community Plus - Enterprise edition - Members
	Additional 10 objects for Customer - Members
	Customer Community Plus - Enterprise edition - Logins
	Additional 10 objects for Customer Community (Login)
Consultancy Platform (Edge) – Salesforce CRM	Sales & Service Cloud - Enterprise Edition (Sales)
	Partner Community - Enterprise Edition - Members
	Sales & Service Cloud - Enterprise Edition

4. Number of Users/Licenses:

Licences	Software Modules	Number
Funding Platform – Salesforce CRM	Service Cloud - Enterprise Edition	372
	Service Cloud - Enterprise edition (Restricted Use)	400
	Customer Community Plus - Enterprise edition - Members	8500
	Additional 10 objects for Customer - Members	17000
	Customer Community Plus - Enterprise edition - Logins	8703
	Additional 10 objects for Customer Community (Login)	17406
	Sandbox (Full Copy)	1
Consultancy Platform (Edge) –Salesforce CRM	Sales & Service Cloud - Enterprise Edition (Sales)	109

	Partner Community - Enterprise Edition - Members	420
	Sales & Service Cloud - Enterprise Edition	11

5. Annual Spend:

£348,877.54

6. Contract Duration:

3 years

7. Contract Start Date:

01/11/2023

8. Contract Expiry:

31/10/2026

9. Contract Review Date:

01/08/2026

10. Contact Details:

This contract is managed by UK Shared Business Services, DDaTprocurement@uksbs.co.uk.

We consider that names, job title and contact details fall under the exemption at section 40(2) personal data. Section 40(2) exempts personal information 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 in Article 5(1) of the UK General Data Protection Regulation (UK GDPR) and section 34(1) of the Data Protection Act 2018. In this case, we believe disclosure would contravene the first data protection principle, which provides that processing of personal data is lawful and fair.

Section 40(2) is an absolute exemption and UKRI is not obliged to consider whether the public interest favours disclosing the information.

For HR and Finance systems, UKRI uses Workday. The contract details are as follows:

1. Name of Supplier:

Workday Limited

2. The brand of the software:

Workday

3. Description of the contract:

This requirement is for Workday Subscription. This is a Direct Award to WORKDAY LIMITED via Back Office Software Framework Agreement (CCS).

Please also list the software modules included in these contracts.

Software Modules
Human Capital Management

Recruiting
Core Financials
Planning
Project Billing
Time Tracking
Expenses
Procurement
Payroll for United Kingdom

4. Number of Users/Licenses:

1,499

5. Annual Spend:

£420,000

6. Contract Duration:

2 years

7. Contract Start Date:

26/07/2022

8. Contract Expiry:

27/07/2024

9. Contract Review Date:

01/05/2024

10. Contact Details:

This contract is managed by UK Shared Business Services, DDaTprocurement@uksbs.co.uk.

As explained above, Section 40(2) personal data is considered to apply to the names, job title and contact details of individuals.

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 within the next 40 working days:

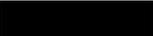
Head of Information Governance
Email: foi@ukri.org

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: www.ico.org.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