



[REDACTED]

13 August 2021

Dear [REDACTED],

**Freedom of Information request: FOI2021/00333**

Thank you for your Freedom of Information request received on the 19 July 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.*

*Primary Customer Relationship Management Solution (CRM):*

*For example, Salesforce, Lagan CRM, Microsoft Dynamics; 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).*

*You may have received the same request in the past.*

*The information sent has now expired and I required an update as soon as possible. If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates*

## **Our response**

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

UK Research and Innovation brings together seven Research Councils, (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC and STFC), Innovate UK and Research England.

Information in relation to your request for “*Primary Customer Relationship Management Solution (CRM)*” has been provided below.

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

Salesforce

### **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.**

Salesforce

### **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.**

Salesforce software including maintenance and support.

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

31,000

### **5. Annual Spend: What is the annual average spend for each contract?**

Approximately £912,000

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

12 months

### **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.**

1 November 2020

### **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.**

31 October 2021

### **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.**

October 2021

### **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).**

The procurement team are responsible for this contract and can be contacted at: [commercial@ukri.org](mailto:commercial@ukri.org)

Please note that the name, job title and contact details of the person responsible for this software contract 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.

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](mailto:foi@ukri.org) or [infogovernance@ukri.org](mailto: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](mailto:foi@ukri.org) | [dataprotection@ukri.org](mailto:dataprotection@ukri.org)