



[REDACTED]

23 November 2022

Dear [REDACTED]

**Freedom of Information request: FOI2022/00353**

Thank you for your Freedom of Information request received on the 28 October in which you requested the following:

**Your request:**

*I would be most grateful if you would provide me, under the Freedom of Information Act, the information requested below.*

*The details we require are:*

1. *Who is your social media management and monitoring tool supplier?*
2. *Start date & duration of framework/contract with the supplier*
3. *Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date*
4. *Who is the senior officer (outside of procurement) responsible for this contract?*

**Our response**

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

**1. Who is your social media management and monitoring tool supplier?**

- Fenix Media Limited T/A Pulsar. The contract award notice is linked here: [DDaT21014 - SocialMedia Listening Tool - Contracts Finder<sup>1</sup>](#)
- Orlo / SocialSignin Ltd. The contract award notice is linked here: [DDaT22123 ORLO subscription renewal – Contracts Finder<sup>2</sup>](#)
- Hootsuite. This contract is supplied by UK Shared Business Services and we advise you contact them at [Fol@uksbs.co.uk](mailto:Fol@uksbs.co.uk) to obtain further information about this contract

**2. Start date & duration of framework/contract with the supplier.**

Under Section 21, information already reasonably accessible, of the FOIA the information you have requested is already available in the public domain in the form of the information published on the Contracts Finder, linked above. Section 21 is an absolute exemption which means that there is no requirement to conduct a public interest test.

**3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date.**

<sup>1</sup> <https://www.contractsfinder.service.gov.uk/notice/763b367e-ad4e-4c15-af98-d1714e8b02ea?origin=SearchResults&p=1>

<sup>2</sup> <https://www.contractsfinder.service.gov.uk/notice/ac791e8e-6c19-4dd4-8d59-3432efd6a7eb?origin=SearchResults&p=1>

Under Section 21, information already reasonably accessible, of the FOIA the information you have requested is already available in the public domain in the form of the information published on the Contracts Finder, linked above. Section 21 is an absolute exemption which means that there is no requirement to conduct a public interest test.

#### **4. Who is the senior officer (outside of procurement) responsible for this contract?**

We are exempting the name of the senior officer responsible for these procurements under section 40(2) of the FOIA, as this information is the personal data of third parties. 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 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: [www.ico.org.uk](http://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](mailto:foi@ukri.org) | [dataprotection@ukri.org](mailto:dataprotection@ukri.org)