



[REDACTED]

14 December 2022

Dear [REDACTED],

**Freedom of Information request: FOI2022/00372**

Thank you for your Freedom of Information request received on the 15 November in which you requested the following:

**Your request:**

*Further to the original Enterprise Application request, the contract below has expired. Please provide the current status.*

CRM Softcat

*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).

### Our response

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

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

Licences are procured via Public Sector Framework – Softcat as licensing VAR

#### 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.

The brand of the software has been described above as follows:

- Salesforce Sales and Service Cloud Enterprise Edition,
- Salesforce Sales and Service Cloud Enterprise Edition (Restricted Use),
- Salesforce Partner Community Enterprise Edition (Members),
- Salesforce Customer Community Plus Enterprise Edition (Members),
- Salesforce Additional Objects for Customer Community.
- Salesforce Cloud Enterprise Edition and Sandbox full copy, sandbox fully copy service cloud EE and sandbox sales cloud EE
- Knowledge service cloud enterprise edition

#### 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.

Software as a Service licensing 1 year.

Please also list the software modules included in these contracts.

Not applicable as the overall question regards Salesforce CRM.

#### 4. Number of Users/Licences: What is the total number of user/licences for this contract?

The table below provides information on the volumes relating only to CRM-related products within the contracts:

**Table 1 (all under a single contract)**

	Edge	Funding Platform	Total
<b>Sales and Service Cloud – Enterprise Edition</b>	110	332	442
<b>Sales and Service Cloud – Enterprise Edition (Restricted Use)</b>		400	400
<b>Partner Community – Enterprise Edition – Members</b>	390		390
<b>Customer Community Plus – Enterprise Edition - Members</b>		17,203	17,203
<b>Additional 10 Objects for Customer Community</b>		17,406	17,406

**Table 2 (2 separate contracts)**

	Number of Users/Licences
<b>1. Salesforce Cloud Enterprise Edition and Sandbox full copy, sandbox fully copy service cloud EE and sandbox sales cloud EE</b>	400 users - Sales cloud - enterprise edition, sandbox full copy x1, sandbox service cloud EE x10 and sandbox sales cloud EE x400
<b>2. Knowledge service cloud enterprise edition</b>	1 user - Knowledge and 15 users - Service cloud - enterprise edition

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

The table below provides the costs relating only to CRM-related products within the contracts:

**Table 3 (all under a single contract)**

	Edge	Funding Platform	Total
<b>Sales and Service Cloud – Enterprise Edition</b>	£104,806.68	£209,452.16	£314,258.84
<b>Sales and Service Cloud – Enterprise Edition (Restricted Use)</b>		£89,208.00	£89,208.00
<b>Partner Community – Enterprise Edition – Members</b>	£54,100.80		£54,100.80
<b>Customer Community Plus – Enterprise Edition - Members</b>		£190,781.27	£190,781.27
<b>Additional 10 Objects for Customer Community</b>		£41,600.34	£41,600.34

**Table 4 (2 separate contracts)**

	Annual Average spend
<b>1. Salesforce Cloud Enterprise Edition and Sandbox full copy, sandbox fully copy service cloud EE and sandbox sales cloud EE</b>	£139,064.7
<b>2. Knowledge service cloud enterprise edition</b>	£7,967.24

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

Software as a Service licensing 1 year.

**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.**

The contract start date is 1 November 2022 (contract in table 1 and 3).

The contract start date is 1 July 2022 (contract 1 in table 2 and 4).

The contract start date is 24 December 2021 (contract 2 in table 2 and 4).

**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.**

The contract expires on 31 October 2023 (contract in table 1 and 3).

The contract expires on 31 December 2022 (contract 1 in table 2 and 4)

The contract expires on 23 December 2022 (contract 2 in table 2 and 4)

**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.**

N/A for contract in table 1 and 3

30 September 2022 for contract 1 in table 2 and 4.

23 September 2022 for contract 2 in table 2 and 4.

**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 contract in table 1 and 3 is managed by Innovate UK Business Systems and Insights Supplier Management - [InnovationSystems.Procurement@iuk.ukri.org](mailto:InnovationSystems.Procurement@iuk.ukri.org)

Contract in table 2 and 4 is managed by the Digital Data and Technology team (DDaT) - [DDaTBusinessOps@ukri.org](mailto:DDaTBusinessOps@ukri.org)

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.

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)