



[REDACTED]

31 August 2021

Dear [REDACTED],

**Freedom of Information request: FOI2021/00390**

Thank you for your Freedom of Information request received on the 26 August 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.

I can confirm that UKRI's response has not changed since your previous request made on 19 July 2021, reference number FOI2021/00333, to which we responded on 13 August 2021. As this is the case please find attached our previous response.

Please note, in this response we advised that the contract in question is due to expire on 31 October 2021 and therefore the information previously provided has not yet expired.

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)