



23 December 2024

Dear [REDACTED],

Freedom of Information request: FOI2024/01151

Thank you for your Freedom of Information request received on the 3 December in which you requested the following:

Your request:

I want to apologise in advance for the length of this request, the first part is just an outline of the request bellow

(A-D) I have added this for clarification so you know exactly what I am referring to. Can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated.

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.

The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contracts below.

I require the organisations to provide me with the following contract information relating to the following corporate software/enterprise applications:

A. *Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main*

ERP system and may include service support, maintenance and upgrades.

B. *Primary Customer Relationship Management (CRM) Solution-this is the organisation's main*

CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firm step

C. *Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main*

HR/payroll system and may include service support, maintenance and upgrades. In some cases, the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resource link.

D. *The organisation's primary corporate Finance Software Solution-this is the organisation's main*

Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

For each of the categories above can you please provide me with the relevant contract information listed below:

- 1. Software Category: ERP, CRM, HR, Payroll, Finance*
 - 2. Name of Supplier: Can you please provide me with the software provider for each contract?*
 - 3. The date in which these applications were implemented*
 - 4. 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's name again please provide me with the actual software name.*
 - 5. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.*
- Please also include any modules included within the contract as this will support the categories you have selected in question 1.*
- 6. Number of Users/Licenses: What is the total number of user/licenses for this contract?*
 - 7. Annual Spend: What is the annual average spend for each contract?*
 - 8. Contract Duration: What is the duration of the contract please include any available extensions within the contract.*
 - 9. 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.*
 - 10. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.*
 - 11. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.*
 - 12. 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).*

If any of the information is not available, please can you provide me with the notes on the reasons why?

Our response:

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

As we originally advised in a previous response to your requests for this information ([FOI2021/00232](#)¹), UK Research and Innovation brings together seven Research Councils, (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC and STFC), Innovate UK and Research England.

Relevant information in relation to all seven Research Councils and Research England is held by UK Shared Business Services (UKSBS) who are responsible for the contracts between UKSBS and the supplier companies. We therefore advised you to redirect your request to FOI@uksbs.co.uk for this information and this still stands.

In our response to your most recent request ([FOI2023/00995](#)²), we provided contract details for Salesforce (CRM) and Workday (HR and Finance systems) which are used by Innovate UK. The Salesforce contract is not due to expire until 31/10/2026, therefore this information has not changed and is available from our previous response.

¹ <https://ukri.disclosurelog.co.uk/disclosures/e1bc8261-9767-41f7-bb74-dcf387a32826>

² <https://ukri.disclosurelog.co.uk/disclosures/441ca839-a394-4e27-b83c-e0876a49a905>

The updated contract details for Workday are as follows:

1. Software Category:

HR & Finance

2. Name of Supplier:

Workday Limited

3. The date in which these applications were implemented:

August 2018

4. The brand of the software:

Workday

5. 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 include any modules included within the contract.

Software Modules
Human Capital Management
Recruiting
Core Financials
Planning
Project Billing
Time Tracking
Expenses
Procurement
Payroll for United Kingdom

6. Number of Users/Licenses:

927

7. Annual Spend:

£566,977

8. Contract Duration:

1 year (with the option to extend for a second year)

9. Contract Start Date:

July 2024

10. Contract Expiry:

July 2025

11. Contract Review Date:

March 2025

12. Contact Details:

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

We are exempting the names, job title and contract details of individuals under section 40(2) of the FOIA. 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.

Please note, UKRI are currently in the process of implementing Oracle Fusion, which will become our main ERP system for HR, Finance, Procurement and Payroll. However, until this implementation process is complete, it is not considered to be our main system and is therefore not in scope of your request. The selection of Oracle Fusion followed a competitive tender exercise in 2022 using the Crown Commercial Services (CCS) Framework.

If you have any queries regarding our response please do let us know. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review, explaining which elements of this decision you disagree with and why. Internal review requests should be submitted within 40 working days of the date of our response and should be addressed to:

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 procedure](#)³.

Yours sincerely,


Information Governance
Information Rights Team
UK Research and Innovation
foi@ukri.org | dataprotection@ukri.org

³ <https://www.ukri.org/who-we-are/contact-us/make-a-complaint/#skipnav-target>