



[REDACTED]

3 December 2021

Dear [REDACTED],

Freedom of Information request: FOI2021/00476

Thank you for your Freedom of Information request received on the 2 November in which you requested the following:

Your request:

Further to response, FOI2021/00390, Salesforce CRM contract has expired. Can you please confirm whether this contract is extended or replaced by any other supplier. If so please provide the full information.

Clarification received on 8 November 2021

I would like to know the supplier name, software brand name, contract description, annual spend, contract start date, contract end date, contact details of person who manage this service.

Our response

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

- **Supplier:**
Softcat plc (reseller)
- **Software Brand name:**
Salesforce
- **Contract Description:**
Salesforce Licences & contingency licences
- **Annual Spend:**
£744,420 + VAT
- **Start Date:**
1st November 2021
- **End Date:**
31st October 2022
- **Contact details:**

The team responsible for this contract can be contacted at [REDACTED]

Please note that the contact details of the person responsible for this software contract have 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 or 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,


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Information Rights Team
UK Research and Innovation
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