



Sent by email: request-1052217-a5d1a2f0@whatdotheyknow.com

11 December 2023

Dear

Freedom of Information request: FOI2023/00939

Thank you for your Freedom of Information request received on the 27 November in which you requested the following:

Your request:

I am looking to update my research regarding what software solutions are currently used to manage and track FOI, Subject Access and other DPA/GDPR related disclosure requests and would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

The details I require are:

- 1. What, if any, software is used for managing and tracking FOI, Subject Access, DPA disclosure requests and complaints?*
- 2. If purchased software is used, what was the start date, duration and value of the contract?*
- 3. Is there an extension clause in the contract and, if so, the duration of the extension?*
- 4. Has a decision been made yet on whether the contract is are being either extended or renewed?*
- 5. Who is the senior person/s (outside of procurement) responsible for managing the FOI, Subject Access, DPA disclosure request process?*

Our response

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

- 1. What, if any, software is used for managing and tracking FOI, Subject Access, DPA disclosure requests and complaints?*

The UKRI FOI Team, Data Protection Team (who manage subject access and DPA disclosure requests), and Complaints Team all use “eCase”, a web-based case management system provided by Fivium.

- 2. If purchased software is used, what was the start date, duration and value of the contract?*

This software is not purchased by UKRI; UKRI pay a license to Fivium for use of the system and associated support services.

The original contract with Fivium was due to end in September 2023. UKRI conducted a tender exercise via the G-Cloud 13 Framework, reviewing relevant services available through the Contract Award Service.

The conclusion of this tender resulted in the contract being renewed with Fivium as of 01 October 2023. The contract is due to expire on 30 September 2026. The total cost of this contract is approximately £122.2k (excluding VAT).

3. *Is there an extension clause in the contract and, if so, the duration of the extension?*

The contract includes a 2 year + 1 year extension agreement

4. *Has a decision been made yet on whether the contract is are being either extended or renewed?*

Please see the information already provided above

5. *Who is the senior person/s (outside of procurement) responsible for managing the FOI, Subject Access, DPA disclosure request process?*

The information you have requested has been withheld under 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 within the next 40 working days:

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 policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,

Information Governance
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