



[REDACTED]

24 July 2026

Dear [REDACTED]

Freedom of Information request: FOI2026/00389

Thank you for your Freedom of Information request received on the 1 May in which you requested the following:

Your request:

I would like to request information relating to the following Salesforce contract published on Contracts Finder:

CONTRACT DETAILS:

- Contract Title: ACC Salesforce Service Development
- Organisation: UK Research and Innovation
- Contract Reference: CF-UKRI-G11-2020
- Contract Value: £104,103.00
- Published Date: 2020-06-30
- Contract Period: 2020-01-01 to 2020-06-30
- Contracts Finder URL: <https://www.contractsfinder.service.gov.uk/notice/851128c5-f0de-4e6a-b92a-72245047a802>
- Description: Salesforce service development and post-award grant processing via G-Cloud 11

INFORMATION REQUESTED:

Please provide copies of the following documents:

1. *The complete signed contract agreement including all schedules, appendices, and annexes*
2. *All amendments, variations, change orders, or contract modifications*
3. *Detailed pricing schedules showing:*
 - *Per-user or per-seat licensing costs (base price and negotiated price)*
 - *Volume discount tiers and threshold quantities*
 - *Multi-year commitment discounts or incentives*
 - *Implementation fees and professional services rates*
 - *Annual support and maintenance fees*
 - *Training costs and consulting day rates*
 - *Any usage-based pricing (compute, storage, API calls)*
 - *Total effective discount from list price*
4. *Statement(s) of Work (SOW), Statement of Requirements, or technical specifications*
5. *Service Level Agreements (SLA), Key Performance Indicators (KPIs), and performance targets*
6. *Business case, approval documents, procurement evaluation reports, or tender responses*
7. *All invoices and payment records related to this contract*

8. Any contract performance reviews, vendor assessments, or compliance audits

9. Correspondence regarding contract negotiations, pricing discussions, or discount approvals

PURPOSE:

This request is being made for educational and research purposes to support the development of an open-source database of public sector SaaS procurement pricing. The information will help promote transparency in government IT procurement and enable better value for money across the public sector. This is part of the SaaSCUAD project <https://github.com/saascuad>

Our response

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

Questions 1 and 3:

1. The complete signed contract agreement including all schedules, appendices, and annexes

3. Detailed pricing schedules

Please see a copy of the signed contract provided in the attached document: **FOI2026_00389 Annex 1**. This document contains the information requested at questions 1 and 3 of your request. Some information, including the detailed pricing schedules, has been withheld under the exemptions detailed below.

Section 40 – Personal Data

Some information, such as the employee names, employee wages, job titles and contact information, have been exempted 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.

Section 41 - Information Provided in Confidence

Some information was provided to us by Capgemini in confidence. Disclosure would constitute an actionable breach of confidence, as the information was supplied under a clear expectation that it would not be disclosed into the public domain.

Section 41 is an absolute exemption and does not require a public interest test.

Section 43 - Commercial interests

We also believe that some of the information you have requested, such as detailed pricing information, resource rates, resourcing models, payment and banking details and other commercially sensitive contractual information, falls under the scope of Section 43(2) of the FOIA. This exemption is used where disclosure would likely result in a person's (an individual, a company the public authority itself or any other legal entities) commercial interests being prejudiced.

This is a qualified exemption, and a test was carried out to determine whether the public interest in maintaining the exemption outweighs public interest in disclosure.

Public interest in favour of disclosure

- There is a strong public interest in transparency and openness regarding the activities of public authorities and their decision-making processes.

- Disclosure would promote accountability by enabling greater understanding of how UKRI spends public funds and manages its contractual relationships with suppliers.
- There is a legitimate public interest in understanding the scope, purpose and value of contracts funded through public money. Access to contractual information can assist the public in assessing whether the ACC Salesforce service development contract delivers value for money and contributes effectively to UKRI's objectives.
- Disclosure may increase public confidence in public procurement processes by demonstrating how suppliers are selected and how public funds are allocated and managed.

Public interest in favour of withholding the information

- The contract contains detailed commercial information, including day rates, pricing methodologies, resource allocations, and financial arrangements. Disclosure would provide competitors with valuable insight into Capgemini's commercial strategy, pricing structures and market approach, which could be used to gain a competitive advantage in future procurements.
- The information could undermine Capgemini's ability to compete effectively in future tender exercises by enabling competitors and customers to benchmark, undercut or otherwise exploit its pricing and commercial arrangements.
- Payment information and employee wages are inherently sensitive commercial information and are not information that suppliers would reasonably expect to enter the public domain. Disclosure would provide no meaningful enhancement of public understanding of UKRI's decision-making while creating potential commercial and security risks.
- Both UKRI and Capgemini entered into the contractual relationship with a reasonable expectation that commercially sensitive information would remain confidential. Disclosure would be likely to undermine that expectation and could damage trust between UKRI and its suppliers.
- Releasing commercially sensitive information supplied in confidence may discourage suppliers from sharing information openly with UKRI in future, potentially reducing UKRI's ability to conduct effective procurements and contract management activities.
- Disclosure could prejudice UKRI's own commercial interests by weakening its position in future negotiations with suppliers. If suppliers perceive UKRI as unable to protect legitimately sensitive commercial information, they may be less willing to engage fully in procurement exercises or may seek to limit the information provided during commercial negotiations.
- There is a wider public interest in preserving fair and effective competition within the market. Disclosure of detailed supplier pricing, resource rates, commercial methodologies and contractual arrangements could distort competition and undermine suppliers' ability to compete for future contracts.
- UKRI is required to manage public funds in accordance with the principles set out in [Managing Public Money](https://assets.publishing.service.gov.uk/media/69e0b17861d2e8e9b9e42e13/Managing_Public_Money_-_April_2026.pdf)¹, including securing value for money and maintaining effective commercial relationships. Protecting commercially sensitive information helps ensure robust competition, encourages supplier participation in future procurements, and supports UKRI's ability to obtain the best value from the market.

We consider that the public interest in maintaining the exemption under section 43(2) outweighs the public interest in disclosure in this case; therefore, the information is exempt from disclosure.

Question 2: All amendments, variations, change orders, or contract modifications

Please see the two variations of the contract provided in the attached document: **FOI2026_00389 Annex 2**.

¹ https://assets.publishing.service.gov.uk/media/69e0b17861d2e8e9b9e42e13/Managing_Public_Money_-_April_2026.pdf

Some information, such as the employee names, employee wages, job titles and contact information, have been exempted under section 40(2) of the FOIA.

Question 4: Statement(s) of Work (SOW), Statement of Requirements, or technical specifications

Please see the information provided on page 11 of the attached document: **FOI2026_00389 Annex 1.**

Question 5: Service Level Agreements (SLA), Key Performance Indicators (KPIs), and performance targets

There were no Service Level Agreements, Key Performance Indicators or performance targets for this contract. Therefore, UKRI do not hold any information in the scope of this part of your request.

Question 6: Business case, approval documents, procurement evaluation reports, or tender responses

UKRI do not hold any information in the scope of this part of your request.

This was a direct award contract and as permitted at the time by CCS G-Cloud 11 Framework, a shortlisting exercise was completed as per the framework instructions. For more information, please see:

[G-Cloud 11 framework agreement - GOV.UK](#)²

Question 7: All invoices and payment records related to this contract

Please see the information provided in the attached document: **FOI2026_00389 Annex 3.**

Some information has been withheld under the exemptions for personal data (section 40(2), information provided in confidence (section 41(1)) and commercial interests (section 43(2) with exemption reasons detailed at questions 1 and 3 above. With regard to section 40(2) this relates to employee names, employee wages, job titles and contact information. For section 41(1) and 43(2) this relates to purchase orders and payment records.

Question 8: Any contract performance reviews, vendor assessments, or compliance audits

There are no contract performance reviews, vendor assessments or compliance audits for this contract. Therefore, UKRI do not hold any information in the scope of this part of your request.

Question 9: Correspondence regarding contract negotiations, pricing discussions, or discount approvals

UKRI do not hold any information in the scope of this part of your request.

This contract was a direct award through the G-Cloud 11 Framework. As such, the contractor fell within Framework pricing and the buyer would have been required to follow the relevant framework procurement process. Further information can be found on pages 10-17 of the [G-Cloud 11 Customer Guidance](#).³

Please note: G-Cloud 11 Framework has now [expired](#).⁴ As the contract was procured and concluded over six years ago, due to the time passed no further information is held within the scope of this part of your request.

² <https://www.gov.uk/government/publications/g-cloud-11-framework-agreement>

³ <https://assets.crowncommercial.gov.uk/wp-content/uploads/RM1557.11-G-Cloud-11-Customer-guidance-v3.pdf>

⁴ <https://www.gca.gov.uk/agreements/RM1557.11>

Your rights

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](#)⁵.

Yours sincerely,


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

⁵ <https://www.ukri.org/who-we-are/contact-us/make-a-complaint/#skipnav-target>