

Reference: 02195206

Information Requests
information.requests@ofcom.org.uk

3 June 2026

Freedom of Information request: Right to know request

Thank you for your request for information about salesforce contract tender: 3744861247555.

We received this request on 1 May 2026 and you clarified your request on 5 May 2026, confirming this was intended to be answered by Ofcom. We have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

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

CONTRACT DETAILS:

- *Contract Title: Salesforce Document Management Solution*
- *Organisation: Ofcom*
- *Contract Reference: tender_374486/1247555*
- *Contract Value: £70,420.00*
- *Published Date: 2023-08-15*
- *Contract Period: 2023-07-01 to 2024-06-30*
- *Contracts Finder URL: <https://www.contractsfinder.service.gov.uk/notice/Of500f42-f4b1-488c-b938-f981d76b93f5>*
- *Description: Document management software package*

INFORMATION REQUESTED:

Please provide copies of the following documents:

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

The contract requested is a supplementary agreement that is embedded into Ofcom's use of other software. Therefore,, we do not hold some of the information requested.

We have an order form relating to our purchase of the product and this contains the link to the contract terms. We have attached a copy of this however, for the reasons further explained below, we have redacted some information that we considered was personal data or commercially sensitive.

We are unable to disclose the personal data as we consider this to be exempt from disclosure under section 40(2) of the FOI Act. This provision provides that personal information about persons other than the requester is exempt where, among other things, its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018. This includes the principle that personal data must be processed fairly and lawfully. Section 40(2) is an absolute exemption under the Act and does not require a public interest test.

We are also unable to disclose the product detailed breakdown including the prices, as we consider this information to be exempt from disclosure under section 43 of the FOI Act. This exemption deals with information that, if disclosed, would, or would be likely to, prejudice the commercial interests of a person or company. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A attached to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

2. All amendments, variations, change orders, or contract modifications

This information is not held by Ofcom.

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*

Information on pricing is contained in the Order Form but is being withheld on the basis explained at 1) above.

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

This information is not held by Ofcom.

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

See the attached Order Form – we do not hold anything further.

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

This was purchased through a single tender justification (STJ), i.e. a direct award.

The product was a renewal for a system already in place.

7. All invoices and payment records related to this contract

See response to 1) above.

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

This information is not held by Ofcom.

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

This information is not held by Ofcom.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).

<p>Section 43(2) of the FOI Act provides that:</p> <p>“Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)”.</p>	
<p>Factors for disclosure</p>	<p>Factors for withholding</p>
<ul style="list-style-type: none"> • Disclosure would enable the public to gain a better understanding of the commercial relationships between Ofcom and third parties and the nature of the services provided, and thereby increasing public confidence in Ofcom’s work. • In addition, disclosure would increase public awareness of Ofcom’s spending, therefore increasing transparency and confidence. 	<ul style="list-style-type: none"> • Ofcom continues to negotiate commercial relationships like those related to this request. To release the specific information requested, such as price breakdowns of products and/or services would likely put Ofcom in a detrimental position for future fee negotiations by undermining its bargaining position with potential customers and clients. • In addition, the release of the detailed amount Ofcom paid would likely prejudice the commercial interests of the company – in that it would provide details of fees to its competitors or potential clients. • Ofcom contracts with a variety of companies in order to support its operations and has ongoing financial relationships with many of them. Companies need to be confident that information relating to their business, such as information relating to the charges for services and/or products, will not be disclosed if it would, or would be likely to, prejudice their commercial interests. Releasing companies’ commercially sensitive information might place them in a compromised position in the market.
<p>Reasons why public interest favours withholding information</p>	
<ul style="list-style-type: none"> • We consider that, on balance, the potential prejudice to commercial interests outweighs the public interest in disclosure of product breakdown of the prices relating to the purchase of this product. • Ofcom enjoys a positive relationship with those organisations it contracts with. The release of information which would, or would be likely to, prejudice commercial interests into the public domain would impair both Ofcom’s relationship with providers of services, and adversely affect its commercial relationships with them. Similarly, Ofcom’s bargaining position, and therefore ability to obtain value for money in services it contracts for, may 	

be undermined in future negotiations if details about the cost of these services were disclosed.