

FOI 23/079

28th February 2023

Dear

Thank you for your request under the Freedom of Information Act (FOIA).

We are pleased to provide you with the information requested, see below.

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.

Analogue (ISDN) – BT
VOIP/SIP – Vodafone
ISDN - SmartCall

2. Telephony/Voice Services - Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers

BT – Rolling Contract
Vodafone – varies January 24, April 23 and June 2023
SmartCall – In progress expect renewal until February 2024

3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

BT – Rolling Contract
Vodafone -1 year
SmartCall – 1 year

4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP

See question 1.

5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

ISDN – 3
Vodafone SIP lines - 2

Contract 2 - Incoming and Outgoing of call services.

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?

BT
Vodafone

7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract.

BT – rolling contract
Vodafone – January 24, April 23 and June 2023

8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.

BT-~£1300

Vodafone -~£500

9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

BT – Rolling Contract

Vodafone -1 year

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

~1,700

Contract 3 - The organisation's broadband provider.

11. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?

BT

12. Broadband Renewal Date- please provide day, month, and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers

Rolling Contact

13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

~£1200.00

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

14. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?

CAE Technology Services Ltd

BT

15. WAN Contract Renewal Date- please provide day, month, and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers

September 2024

HSCN

16. Contract Description: Please can you provide me with a brief description for each contract

WAN Connectivity

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.

Four

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

CAE Technology Services Ltd- ~£180,000 pa
BT - ~8,580 pa

19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.

CCS Network Services Framework RM3808

20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.

All contracts are managed by the Agency's IT Commercial Management Team which can be contacted via our shared mailbox Itcommercialmanagement@mhra.gov.uk
All other contact details withheld under section 40

If you disagree with how we have interpreted the Freedom of Information Act 2000 with regards to your request, you can ask for the decision to be reviewed. The review will be carried out by a senior member of the Agency who was not involved with the original decision.

If you have a query about the information provided, please reply to this email.

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

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