

**FOI 23/303 – ICT contracts**

**MHRA RESPONSE**

**26 May 2023**

Thank you for your email.

**Please send me the following information for each provider:**

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

**Vodafone**

**BT**

**Appian**

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

**Vodafone ~£60k**

**BT ~£20k**

**Appian ~665k**

3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.

**Vodafone – 12 months**

**BT - ongoing**

**Appian – 12 months**

4. Contract Expiry: For each supplier, please state the date of when the contract expires.

**Vodafone – Jan 2024**

**BT- ongoing**

**Appian – December 2023**

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

**Vodafone – Annual review (currently under review)**

**BT – ongoing review**

**Appian – currently under review**

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

**Vodafone - VOIP over SIP, PBX bridge including Lines & Minutes**

**BT – Lines & Minutes**

**Appian – database used to log customer contact.**

7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.

**IT contracts are managed by the Agency's IT Commercial Management Team which can be contacted via [itcommercialmanagement@mhra.gov.uk](mailto:itcommercialmanagement@mhra.gov.uk)**

**All other contact details withheld under section 40**

8. Number of Agents; please provide me with the total number of contact centre agents;

**6**

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

**1**

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

## **Avaya, Appian**

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

### **Microsoft Exchange Online part of Microsoft 365**

12. Number of email users: Approximate number of email users across the organisations

**circa 1800**

**The second part of my request relates to the use inbound network services contracts which could relate to one of the following:**

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

**For a contract relating to the above please can you provide me with? - For the question 1 - 6 same answers above apply.**

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Expiry: For each supplier, please state the date of when the contract expires.
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Please can you acknowledge my request so that I know that the request is being dealt with. If you have any questions or queries in relation to this request, please send me an email and I will respond accordingly.

Also, I would appreciate it if the contract information was included within a spreadsheet.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date you receive this response and addressed to: [info@mhra.gov.uk](mailto:info@mhra.gov.uk)  
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

**MHRA Customer Experience Centre**

Communications and engagement team

Medicines and Healthcare products Regulatory Agency

10 South Colonnade, Canary Wharf, London E14 4PU