

**FOI 23/728**

Dear

Thank you for your email.

Please find below answers to the questions you have raised below.

Enterprise Resource Planning Software Solution / Primary Human Resources and Payroll Software Solution / Primary corporate Finance Software Solution: **Oracle Fusion**

1. Name of Supplier: **Oracle**
2. The brand of the software: **Fusion**
3. Contract description: **Oracle Cloud Services Agreement**
4. Number of users: **varies by module and over time.**  
**Core modules include (license numbers in brackets):**

**Finance**

- **Financials Cloud (50)**
- **Expenses Cloud (1500)**
- **Procurement (350)**

**HR**

- **Human Capital Management (1434)**
- **Performance Management (1250)**
- **Taleo Platform (1500)**
- **Talent Acquisition Cloud (1434)**
- **Taleo Learn (1400)**

5. Annual Spend: **£345,000**
6. Contract Duration: **24 months**
7. Contract Start Date: **30-Nov-2022**
8. Contract Expiry: **29-Nov-2024**
9. Contract Review Date: **April 2024**
10. Contact Details: **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)**

Primary Customer Relationship Management Solution (CRM): **Salesforce Lightning**

1. Name of Supplier: **Salesforce**

2. The brand of the software: **Salesforce Lightning**

Contract Description: **Standard G-Cloud 13 contract – 3 years plus option to extend by 1 year**

Number of users: **85**

Annual Spend: **£120,000**

3. Contract Expiry: **July 2024**

4. Contract Review Date: **July 2024**

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