



Medicines & Healthcare products
Regulatory Agency

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London
E14 4PU
United Kingdom
[gov.uk/mhra](https://www.gov.uk/mhra)

[REDACTED]

21/06/2023

FOI **23/350**

Dear [REDACTED]

Thank you for your information request, dated 17th May, 2023, where you asked for:

Enterprise Resource Planning Software Solution (ERP):

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

The organisation's primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

1. Name of Supplier: Can you please provide me with the software provider for each contract?
2. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.
4. Number of Users/Licenses: What is the total number of user/licenses for this contract?
5. Annual Spend: What is the annual average spend for each contract?



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6. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
7. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
9. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
10. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

As you acknowledged in your request it is a lengthy request and we have determined that the information is exempt under Section 12 of the Freedom of Information Act and we cannot process your request any further.

Section 12 of the Act allows public authorities to refuse requests where the cost of dealing with them would exceed the appropriate limit, which for central government is set at £600. This represents the estimated cost of one person spending 24 working hours in determining whether the department holds the information, locating, retrieving and extracting the information.

In order to process your request, we would need to determine the appropriate contractual material and engage four different business aligned contract managers to retrieve, extract, validate and reformat the information in reference to your request. We consider this would take longer than 24 working hours to complete.

The Agency utilises an eSourcing system which contains some of the primary contractual material you requested. However, following award the ongoing management of contracts is then disseminated to the relevant business owner and each of these divisions would maintain their own contract management processes, reviews and data. To process your request we would need to engage the different business areas responsible for the software categories you requested i.e. ERP, CRM, HR, Payroll and Finance.

We do not have a single central database that we can interrogate to ascertain the maintenance, support and upgrade information, current number of licenses/users and the financial information you require. To gather this would require several business owners retrieving and formatting the information.

To assist, I can advise that some information on our published contracts is available on the [Contracts Finder](#), and I am providing some details to help you locate these.



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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**
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

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

1. Name of Supplier: **Salesforce**
2. The brand of the software: **Salesforce Lightning**
3. Contract Expiry: **September 2023**
4. Contract Review Date: **Last reviewed March 2023**

Please note that substantially similar requests made within 60 working days of an original request can be aggregated into one for the purposes of calculating a cost limit, meaning that section 12 could still apply.

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

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



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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 Service