

## FOI 24/113 - Request for Information – Telecom - Networks

MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>

Wed 28/02/2024 08:21

To [REDACTED]

**FOI 24/113**

Dear [REDACTED]

Thank you for your email.

Please find below answers to the questions you have raised.

### **Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP, Cloud)**

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 Spend – Please can you provide me with the annual spend

BT – ~£10,000.00

Vodafone – ~£18,000.00

SmartCall – £18,000.00

3. 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 – July 2024 and January 2025

SmartCall – April 2024

4. 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

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

See question 1

6.Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- 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 – July 2024 and January 2025

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 – ~£900

Vodafone – ~£1500

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 expiry I 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 expiry 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.

~£1000.00

**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 expiry 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 expiry dates up into however many suppliers

September 2024  
November 2028

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

WAN Connectivity  
HSCN Line

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

3

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

CAE Technology Services Ltd- ~£107,000 pa  
BT - ~4,500 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.

Both under 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 and can be contacted via our shared mailbox [itcommercialmanagement@mhra.gov.uk](mailto:itcommercialmanagement@mhra.gov.uk)  
All other contact details withheld under section 40 (personal information)

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](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,