



Medicines & Healthcare products  
Regulatory Agency

MHRA Central Freedom of  
Information Team  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU

[foi.request@mhra.gov.uk](mailto:foi.request@mhra.gov.uk).

[MHRA Website](#)

Our Ref: **FOI2025/00113**

17 February 2025

Dear [REDACTED]

Thank you for your Freedom of Information (Fol) request received on 10 February. You wrote:

*You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.*

*The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contracts below.*

*I require the organisations to provide me with the following contract information relating to the following corporate software/enterprise applications:*

A. *Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main*

*ERP system and may include service support, maintenance and upgrades.*

B. *Primary Customer Relationship Management (CRM) Solution-this is the organisation's main*

*CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firm step*

C. *Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main*

*HR/payroll system and may include service support, maintenance and upgrades. In some cases, the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resource link.*

D. *The organisation's primary corporate Finance Software Solution-this is the*

*organisation's main*

*Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP*

*In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.*

*For each of the categories above can you please provide me with the relevant contract information listed below:*

*1. Software Category: ERP, CRM, HR, Payroll, Finance*

*2. Name of Supplier: Can you please provide me with the software provider for each contract?*

*3. The date in which these applications were implemented*

*4. 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's name again please provide me with the actual software name.*

*5. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.*

*Please also include any modules included within the contract as this will support the categories you have selected in question 1.*

*6. Number of Users/Licenses: What is the total number of user/licenses for this contract?*

*7. Annual Spend: What is the annual average spend for each contract?*

*8. Contract Duration: What is the duration of the contract please include any available extensions within the contract.*

*9. 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.*

*10. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.*

*11. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.*

*12. 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).*

*If any of the information is not available, please can you provide me with the notes on the reasons why?*

## **MHRA Response**

Under Section 14(2) of the FoI Act, public authorities are not obliged to comply with a repeat request.

Where a public authority (in this case MHRA) has previously responded to a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.

In this case, the Agency has already responded to a similar request from you, FOI 24/763 on 06/01/2025 and so, under section 14(2) of the FoI Act will not be responding further.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

MHRA Central Freedom of Information Team  
Medicines & Healthcare products Regulatory Agency

---

## **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [foi.request@mhra.gov.uk](mailto:foi.request@mhra.gov.uk) or by writing to: MHRA Central Freedom of Information Team, 10 South, Colonnade, Canary Wharf, London, E14 4PU

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.

## **Re-use of our information**

The MHRA information supplied in response to your request is subject to Crown copyright. Information created by the MHRA which is disclosed under the Freedom of Information Act is made available for re-use under the Open Government Licence (OGL) v3.0, except where this is otherwise stated. There are some restrictions on re-use under the OGL and these can be viewed here:

<https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>