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Contract

Health Research Authority Principal Operational Systems: Development, Maintenance and Support

Health Research Authority

F20: Modification notice

Notice identifier: 2025/S 000-036789

Procurement identifier (OCID): ocids-h6vhtk-05578d

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Section I: Contracting authority/entity

I.1) Name and addresses

Health Research Authority

London

Contact

Claire Luu

Email

commercial@hra.nhs.uk

Telephone

+44 2071048204

Country

United Kingdom

Region code

UK - United Kingdom

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<http://www.hra.nhs.uk/>

Buyer's address

<http://www.hra.nhs.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Health Research Authority Principal Operational Systems: Development, Maintenance and Support

Reference number

ITT60042

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 48200000 - Networking, Internet and intranet software package
- 48600000 - Database and operating software package
- 48800000 - Information systems and servers
- 72200000 - Software programming and consultancy services
- 72320000 - Database services
- 72400000 - Internet services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

The contract was originally awarded for the provision of:

- Custom software development

- Technical architecture management, including software architecture design
- Production, maintenance, and enhancement of Technical documentation
- Software QA & QC
- Software development process management
- Software project management
- Issue tracking and task management software (JIRA or equivalent) hosting
- Development and testing environment provision and management
- Software deployment management
- 24/7 Windows server support and maintenance
- Microsoft Internet Information Services administration.
- Firewall management
- Provision, management, and maintenance of source control (Microsoft TFS) infrastructure
- 1st line help desk support
- Helpdesk VoIP/telephony infrastructure
- 2nd and 3rd line support
- Systems availability monitoring
- SQL Server database administration and performance tuning
- Additional professional services as required

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

60

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2016/S 053-088027](#)

Section V. Award of contract/concession

Contract No

C100985 (previously CP000007)

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

24 February 2016

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

BGO Software OOD (formerly BGO Media Ltd)

Sofia

Email

ivailo.ivanov@bgosoftware.com

Country

Bulgaria

NUTS code

- BG - Bulgaria

Justification for not providing organisation identifier

Not on any register

Internet address

<https://www.bgosoftware.com>

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £3,722,400

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 72260000 - Software-related services

VII.1.2) Additional CPV code(s)

- 48600000 - Database and operating software package
- 48800000 - Information systems and servers
- 72200000 - Software programming and consultancy services
- 72320000 - Database services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

The Contract originally covered a comprehensive range of technical services supporting custom software development and associated infrastructure, including but not limited to architecture design, QA/QC, issue tracking, software deployment, server and firewall management, database administration, and multi-tier help desk support.

This modification enables the continuation of essential software support and maintenance services pending transition to a replacement solution. The scope of services covered under this modification has been reduced from the original contract to reflect current operational needs, as certain elements of the original scope are no longer required.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

137

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£8,088,486

VII.1.7) Name and address of the contractor/concessionaire

BGO Software OOD

251E Okolovrasten Pat blvd., fl. 15,

Sofia

1766

Email

ivailo.ivanov@bgosoftware.com

Country

Bulgaria

NUTS code

- BG - Bulgaria

Justification for not providing organisation identifier

Not on any register

Internet address

<https://www.bgosoftware.com>

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The original contract award was published in the Official Journal of the European Union (OJEU) on 16 March 2016, reference number 2016/S 053-088027 (ITT60042), with a value of £3.7m. The original contract duration was three years, with options to extend by up to two further years.

In 2021, the HRA further extended the contract to 21 April 2023, valued at an additional £1.03m, to allow time to procure replacement services and ensure critical exit and transition services. The extension relied on Regulation 72(1)(e) of the Public Contracts Regulations 2015 (PCR 2015). The HRA considered that it could also have relied upon Regulation 72(1)(b) for that extension, though it chose to rely only on Regulation 72(1)(e).

In 2022, due to challenges in implementing the replacement services, the HRA revised its strategy to adopt a microservices architecture. The contract was further extended to 30 June 2025, at an additional value estimated at up to £1.672m + VAT, to allow for a further exit/migration period, the decommissioning of the existing system and the appointment of a new delivery partner to build the new microservices architecture. The HRA relied on Regulation 72(1)(b) for that extension, on the basis that the decommissioning and transition services could not be provided by another provider for technical and economic reasons and a change of supplier would cause significant inconvenience and substantial duplication of costs to the HRA, given the intricacies of the system and the planned procurement to appoint a new provider for the future provision of similar services.

The HRA then appointed a new delivery partner. The discovery phase of that delivery partner contract has made clear that the planned roadmap will not be delivered until July 2027.

The HRA therefore requires a further extension of this contract to 30 June 2027, with an option to extend by a further 3 months if needed.

This extension is being made under Regulation 72(1)(b), again on the basis that it is necessary to obtain additional services from the original contractor because a change of contractor cannot be made for technical and economic reasons given the need to continue operating the existing system, and as such any change of supplier would cause significant inconvenience and duplication of costs for the HRA.

The modification has an estimated value of £1.6m (and the sums paid further to the extension may well be lower than that), and so does not exceed 50% of the value of the original contract.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The HRA research systems and platforms are at the core of HRA services. Continuity of these services is critical for the HRA to fulfil its statutory responsibilities as a health

research regulator. The purpose of the HRA Research Systems digital transformation Programme (RSP) is to replace the existing research systems under the current contract.

Previous contract extensions were intended to ensure that these systems could be maintained and progressively decommissioned by the existing provider, in parallel with the RSP's planned migration to a new platform. A strategic review of the RSP in early 2022 resulted in a decision to move away from the originally planned migration approach and instead adopt a microservices architecture.

A procurement exercise for a new RSP Delivery Partner (RSPDP) in late 2022 led to the award of a new contract on 23 October 2023, with development of the new architecture initially expected to be completed within 30 months of contract commencement. However, following discovery work, the estimated completion date has been revised to July 2027.

A further extension of the existing contract is therefore required to ensure continuity of service and support the phased decommissioning of existing systems in line with the revised RSP timeline.

A new provider cannot realistically provide these services and cannot manage the decommissioning of the current systems due to their bespoke nature, the significant risk of data corruption or loss, and the business critical nature of these services.

A technical assessment was conducted in 2022 which considered the realistic interoperability issues and timescales for transition, and confirmed that a change in contractor was likely to lead to a significant disruption to services and substantial duplication of costs. Work on a data migration strategy and mapping of the analytical needs also confirmed that the existing supplier holds significant backend system knowledge that is not readily transferable.

Transitioning to a new provider would therefore not only be inconvenient and risky but would also incur substantial duplication of cost, given the time and resource the HRA would need to invest in rationalising legacy data and procuring and onboarding a new provider.

Accordingly, the HRA considers that a modification of the existing contract is permitted under Regulation 72(1)(b) of the Public Contracts Regulations 2015, due to economic and technical reasons and the risk of significant inconvenience and cost.

The price increase in relation to this extension is up to £1.6m against an original contract value of £3.7m. This is within the 50% threshold set out in Regulation 72(1)(b). N.B. the sums actually paid further to the extension may well be lower than £1.6m.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £6,488,486

Total contract value after the modifications

Value excluding VAT: £8,088,486