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Contract

Retained Core Business Services (CBP)

HM Revenue & Customs

F20: Modification notice

Notice identifier: 2025/S 000-043503

Procurement identifier (OCID): ocds-h6vhtk-03260e

Published 28 July 2025, 2:27pm

Section I: Contracting authority/entity

I.1) Name and addresses

HM Revenue & Customs

100 Parliament Street

London

SW1A2BQ

Contact

Carolyn M

Email

carolyn.manyuira@hmrc.gov.uk

Telephone

+44 3000585745

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.hmrc.gov.uk>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Retained Core Business Services (CBP)

Reference number

SR2224878779

II.1.2) Main CPV code

- 72416000 - Application service providers

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 72416000 - Application service providers

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

100 Parliament Street

Westminster

London

SW1A 2BQ

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

The Core Business Platform (Retained Services) contract covers the provision of business application support and maintenance services for a set of business-critical HMRC applications. The contract includes options to provide decommissioning and applications modernisation services for applications in scope. The contract modification will support ongoing decommissioning and modernisation of services to meet initial contract objective ensuring that key business applications and services are modernised and ready for future market engagement.

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: [2022/S 000-008052](#)

Section V. Award of contract/concession

Contract No

CW39425

Title

Core Business Platforms (Retained Services)

V.2) Award of contract/concession

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

21 March 2022

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

Capgemini UK plc

95 Queen Victoria Street

London

EC4V 4HN

Email

carolyne.manyuira@hmrc.gov.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

00943935

Internet address

www.hmrc.gov.uk

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: £107,271,468

Section VI. Complementary information

VI.3) Additional information

This is a contract modification notice.

VI.4) Procedures for review

VI.4.1) Review body

HMRC

Plaza 2, Ironmasters Way

Telford

TF3 4NT

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

- 72416000 - Application service providers

VII.1.2) Additional CPV code(s)

- 72250000 - System and support services
- 72261000 - Software support services
- 72262000 - Software development services
- 72263000 - Software implementation services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

VII.1.4) Description of the procurement:

HMRC awarded a contract to Capgemini UK Ltd to provide Business Application, Support and Maintenance (BASM) services for a set of business-critical legacy HMRC applications which were part of the Core Business Platform. Prior to this Capgemini was the incumbent service provider to HMRC for these services (and other business applications, which were part of other replacement contracts or which are now decommissioned and no longer supported). The initial Prime Contract expired in June 2022.

The services under the Core Business Platform are: Business Application Support and Maintenance (BASM) services; and optional business application development and enhancement services, system integration services; strategy, architecture and feasibility analysis services and decommissioning services related to the applications, which HMRC can use on a call off basis.

The term of the Core Business Platforms contract is 5 years. The consumption of the services for the legacy applications under the contract was planned to decrease over the contract term as some services are decommissioned.

The legacy applications supported by this contract are either (1) Being replaced and decommissioned or (2) Services which are aging and require some form of consolidation or modernisation in order to mitigate technical risks and prepare them for going to market in the future. This contract modification is to support these activities.

The contract modification is £107,271,468.

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

Duration in months

60

In the case of framework agreements, provide justification for any duration exceeding 4 years:

N/a

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

Total value of the contract/lot/concession:

£214,542,937

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

Capgemini UK PLC

95 Queen Victoria Street

London

EC4V 4HN

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

00943935

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):

This contract has been modified by £107.2m in line with PCR 2015. This is effective from 1st July 2025. This modification does not change the scope or terms and conditions of the contract.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

The GBP contract provides services supporting the Government's ability to manage national tax collection. A compromise to service delivery would impact the Government's ability to collect taxes and administer benefits payments and as such detrimentally impact UK citizens.

This modification has been made in line with Reg (1) (b):

Modification of the Contract is sought pursuant to Regulation 72 (1) (b) of the Public Contracts Regulations 2015 ("PCR 2015") on the basis of additional works, services and supplies that are required to be delivered under the Contract.

Under Regulation 72(1)(b) contracts and framework agreements may be modified without a new procurement procedure where additional works, services or supplies by the original contractor that have become necessary and were not included in the initial procurement, and where a change of contractor-

(i) cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, services or installations procured under the initial procurement.

(ii) would cause significant inconvenience or substantial duplication of costs for the contracting authority, and provided that any increase in price does not exceed 50% of the

value of the original contract.

A change of supplier for this contract is not feasible for technical reasons due to Core Business Platforms applications having extremely high levels of technical and functional complexity.

In addition, there would be a significant increase in costs if a new supplier provided these services which would include major delays to programmes.

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: £214,542,937

Total contract value after the modifications

Value excluding VAT: £321,814,405.50