Change Control Note

Contract for the Provision of Health Research Authority Principal Operational

Systems: Development, Maintenance and Support

Change Control Note:

Year 5 Support

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Contract for the Provision of Health Research Authority Principal Operational Systems: Development, Maintenance and Support: Change Control Note (CCN): Year 5 Support

Title of change
Year 5 Support

Originator
BGO Software

Date of Request
TBD

Reason for Change

BGO and the Health Research Authority have a history of working together to address system challenges. This CCN continues this relationship with BGO working with the HRA and its other third-party suppliers to meet the challenges in the future year. In the context of this collaboration as a supplier to the HRA BGO will:

● work proactively and in good faith with each of the Health Research Authority's contractors

● co-operate and share information with the Health Research Authority's contractors to enable the efficient operation of the Health Research Authority's ICT services and G-Cloud Services.

Since the inception of the contract a number of strategic decisions have been made that affect the planned resource distribution and tasks of the original research systems pathway. The following original contract assumptions have been affected due to the new direction of research systems planning:

1. It had been assumed that work would continue to streamline/automate elements of the existing systems such that steady state maintenance would be able to be carried out with less personnel at this point in the contract. Previous contract reductions and strategic changes made by HRA have meant that this streamlining work has been delayed due to reduced manpower and support for the Pega System.

    The HRA's lead system (IRAS) is now only supported by only 1 developer. This encompasses support of users (i.e. public, HRA, MHRA, NIHR, Pega), system maintenance (i.e. ODS changes, EUDRACT Schema changes, data issues, queries) and any changes requested to software (i.e. form changes, workflow changes). As such the scope for system progression and enhancement has been, and is, limited.

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We anticipate there is a probability of extended lifespan of IRAS. In addition, if the Pega project does progress more quickly, there will be an increased demand on IRAS resources for migration.

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Recommendations:

a. We recommend at the steady state the contract stays as changed in year 4 – ie reduced levels that provide steady state maintenance. But in keeping these reduced levels, considerations should be made for helpdesk costs and work outside the 'steady state'.

b. We would recommend that HRA plan a number of enhancements (and plan additional resource to carry out this work, listed as optional in the costs table below) for IRAS so that the replacement programme runs more seamlessly – particularly for users. This extra work can be agreed and called off the contract at the discounted rates. We recommend that BGO and HRA arrange a workshop prior to the start of the financial year (2020-21) to plan any enhancements and the requirement for any additional resources. An example list of enhancements could include (but not limited to):

   i. Include Single Sign On for IRAS so that users can navigate more easily between IRAS and Pega.
   ii. 'Reskin' IRAS with more modern look and feel or a skin that is more in line with Pega so that the systems feel more homogeneous.
   iii. Add small items of functionality that make IRAS easier to use for users, these have been on hold for some time.
   iv. Tools to assist migration.

2. The Pega system is now entering a point of development where it will require helpdesk support for users. This support will also require the use of telephone lines, software for issue tracking and report generation. BGO are ideally placed to provide that support very cost effectively; however, previous contract reductions have made the initial helpdesk discounted price unsustainable. We therefore recommend the following:

a. The addition of one more Helpdesk staff to assist in handling the issues from the new system. This position to be reviewed every 6 months from 1 Apr 2020 until the Pega System achieves full roll out – at which point separate proposals will be agreed for continued helpdesk support. The additional staff can be made available from Feb 2020 with no additional charge or change to the 2019-2020 contract but will be charged from day 1 of the 2020-2021 contract.

b. The additional staff must be retained in place for at least 6 months of the start 2020-21 contract.

c. Increase overall helpdesk rates due to wider contract manpower reductions that impact the contract discount and to recognize inflation.

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Price

As detailed in 'Details of Change'.

Date of Expiry

Applicable for Financial Year 2020-21 and expiring 31 Mar 2021. This contract will automatically renew unless cancelled giving 3 months notice.

Details of change

The undersigned agree to the following:

1. Changes (reductions and other caveats) agreed for the 2019-2020 contract to remain in place for 2020-2021 contract unless they are contradicted by this CCN, in which case the conditions here take precedence.
2. BGO to provide an additional Helpdesk personnel from early 2020 (within 2 weeks of agreement or on agreed date whichever is latest).
   a. There will be no additional charge for this resource in the 2019-2020 financial year.
   b. BGO will provide the IT infrastructure for the new resource, trouble ticket software for the new Pega system, and a dedicated phone line for calls about the new system – if required.
   c. HRA are to provide the scripts and SOPs for the new system.
   d. HRA to provide limited training on the Pega system for BGO helpdesk and BGO technical staff.
   e. The responsibility for meeting any SLA for the Pega system by BGO is restricted solely raising an initial notification to Pega (1st level support). However, BGO will continue to monitor and report on any open issues.
   f. The Helpdesk resource must be contracted for a minimum period of 6 months during the 2020-21 contract.
   g. Changes can be made to staffing levels after this period as long as 3 months' notice is given for any reductions. Increases may be contracted at any time giving 2 weeks notice.

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3. Discounted Helpdesk day rates up to 2019/2020 are 110 for the Helpdesk manager and 90 – Helpdesk Advisor. Because of contract scope reduction below we offer adjusted helpdesk rates for 2020-21 - inclusive of infrastructure (telephones, email, IT, software, etc.), also containing an increase of the Helpdesk staff with 1 additional Advisor are listed in the table:

Operational Services Prices

	Number of days	Rate Card	2020/2021 £
Systems Maintenance and availability			███
Help Desk Manager	██	██	███
Help Desk Advisor (4 Advisors, including CWOW)	██	██	████
Total Help Desk			203,616 *
Total Operational Services			227,616
Total Operational Services after 10% discount on Help Desk			**207,253 ****

* Helpdesk service includes adjusted prices and one additional Helpdesk resource. IRAS 1, HARP, TOPS and new IRAS/CWOW Tier 1 Support, ticketing and telephony infrastructure. Calculations are based on 21 work days per month.

** In case the optional IRAS development resource is approved, BGO will apply a 10% discount on the Help Desk price which will be reduced from 203,616 to 183,253.

4. With the exception of the Helpdesk, in which BGO are offering an initial period of free additional manpower, any reductions in manpower must come with at least 3 months notice. The helpdesk must run for at least 6 months after 1 Apr 2020 (to make up for the free period offered) plus 3 months notice.

    Increases in manpower can be accommodated within mutually agreeable timelines but not less than 2 weeks notice and can be called off at the appropriate rate as agreed in the contract.

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5. BGO to provide one additional senior HARP developer to support the increased demand for HARP development related to the CWOW programme and integration work with external systems for the whole period 2020/2021.

6. BGO to include training for the HARP developer charged additionally before the end of 2019/2020 period.

7. As listed in the recommendations (point b.) above, our proposal is to add an additional development resource for 9 months dedicated to IRAS enhancements/housekeeping/migration work.

8. Any reduction in manpower (i.e. helpdesk, technical, etc.) requires a minimum of 3 months notice.

9. BGO have agrees to keep the risk levels as indicated with the resources proposed in this document. HRA and BGO recognise that developer resource is not just used for development work but support within the terms of the SLA (ie out of hours on call support, infrastructure, 2nd and 3rd line helpdesk support, consultancy, meetings and more) and therefore there is not a 1 to 1 relationship between development hours and developer resource – the latter being higher.

Type of work	Outcome	RAG Status
"Business as Usual"	To ensure any security issues are kept on top of and that the responsibilities in this area for BGO and Vysiion are defined, implemented and closely monitored	
	To ensure that any emergency fixes for HARP and IRAS plus other systems and portals are undertaken	
	To maintain a level of flexibility regarding IRAS developments, enhancements and support.	
	Ensuring adequate Help Desk cover and a positive experience for all users of the HRA's research systems	
	To uphold the very high levels of system availability and seamless business continuity which includes GFI (e-submissions) support for connected systems (CPMS, HARP, MHRA Devices and the new Pega system)	
"New development activities"	Assistance with implementations.	
	Assistance with migration and interface activities	
	Assistance with development where required by HRA, for example (give us example of work currently being undertaken by BGO around data)	

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Development Services Prices

	Number of days	Rate Card	2020/2021 £
Development - Development Manager	■■	■■	■■■■
Development – Senior Developer (2 Senior Developers)	■■	■■	■■■■
Development – Senior Developer (Additional HARP Developer CWOW)	■■	■■	■■■
Development – Programmer (2 Programmers)	■■	■■	■■■■
Development – Senior Developer (Enhancements/Maintenance at 0.7 FTE)	■■	■■	■■■
Infrastructure – Configuration Manager – 0.3 FTE	■	■■	■■■
Total			639,160

Billing

The Total Price for 2020/21 (£846,413.00) will be invoiced in monthly in 12 equal amounts (£70,534) throughout the year. If resource is not used in any particular month it can be accrued for later use to a maximum of 50 man days. The usage of accrued man days has to be agreed at least 2 weeks in advance or for the following month. Accrued unused resource over 50 man days will be written off – this calculation will be done at the end of each month. It will be the responsibility of HRA to ensure suitable tasking of the developer resource is maintained. Resource not used by the end of the financial year (2020/2021) may be carried forward into 2021/2022 (but no more than 50 man days).

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Authorisation

Signed by the authorized representatives of THE AUTHORITY

Name	███████████	Signature	████████
Position	Chair of the HRA Board	Date	24 February 2020

Name	█████████	Signature	██████████
Position	Finance Director	Date	24th February 2020

Name	██████	Signature	████████████
Position	Chief Executive	Date	24th february 2020

Signed by the authorized representative of THE SUPPLIER

Name	███████	Signature	████████
Position	CTO	Date	24/02/2020

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