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Award

## **Managed Services of the Humberside Police Salesforce and MuleSoft estate.**

The Police and Crime Commissioner for Humberside

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-037429

Procurement identifier (OCID): ocids-h6vhtk-055900 ([view related notices](#))

Published 4 July 2025, 1:00pm

### **Scope**

#### **Description**

Scope :

L1 customer support

L2 application support (shared)

L3 application support (dedicated)

L2 dedicated application triage team with

direct contact with 3rd parties external (SLAs) or internal (OLAs)

Support Hours:

P1-P2-P3-P4: UK Business hours (8am-6pm)

- Extended hours

- 24x7 support (for selected priorities, e.g.
- P1,P2)

Ad-hoc on call

Monitoring :

Standard platform monitoring

Application exception handling

External log shipping

ITIL processes:

Service Operation/Transition: Incident, problem, requests, events, change, release, configuration

Maintenance:

Major & Minor updates and patching

Code changes:

Defects

(Minor enhancements if hours not used)

Testing:

Unit and Integration Testing

Reporting and Service Management:

Monthly service review, reporting adapted to customer requirements.

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## **Contract 1. Managed Services of the Humberside Police Salesforce and Mulesoft Estate**

### **Supplier**

- BOXXE LIMITED

### **Contract value**

- £329,352.84 excluding VAT
- £395,223.41 including VAT

Above the relevant threshold

### **Award decision date**

4 July 2025

### **Standstill period**

- End: 16 July 2025
- 8 working days

### **Earliest date the contract will be signed**

17 July 2025

### **Contract dates (estimated)**

- 17 July 2025 to 31 March 2028

- 2 years, 8 months, 15 days

## **Main procurement category**

Services

## **CPV classifications**

- 72200000 - Software programming and consultancy services
- 72300000 - Data services

## **Contract locations**

- UKE1 - East Yorkshire and Northern Lincolnshire

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## **Procedure**

### **Procedure type**

Direct award

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## **Supplier**

### **BOXXE LIMITED**

- Companies House: 02109168

- Public Procurement Organisation Number: PHHQ-9334-BQRH

Floor 3, Artemis House

York

YO31 7RE

United Kingdom

Email: [tenders@boxxe.com](mailto:tenders@boxxe.com)

Website: <http://www.boxxe.com>

Region: UKE21 - York

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Managed Services of the Humberside Police Salesforce and Mulesoft Estate

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## **Contracting authority**

### **The Police and Crime Commissioner for Humberside**

- Public Procurement Organisation Number: PWLD-8931-TXBR

The Lawns, Harland Way

Cottingham

HU16 5SN

United Kingdom

Email: [abbie.carlisle@humberside.police.uk](mailto:abbie.carlisle@humberside.police.uk)

Region: UKE12 - East Riding of Yorkshire

Organisation type: Public authority - sub-central government