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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): ocds-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.

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

Procedure

Procedure type

Direct award

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

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

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

Region: UKE12 - East Riding of Yorkshire

Organisation type: Public authority - sub-central government