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Contract

Managed Services of the Humberside Police Salesforce and MuleSoft estate.

The Police and Crime Commissioner for Humberside

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-040534

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

Published 16 July 2025, 2:09pm

Scope

Reference

STA HP 1526

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

Date signed

16 July 2025

Contract dates

- 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

Justification for not setting key performance indicators

The contract value is above the relevant threshold but not above 5 million.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

Please refer to the Procurement Act 2023 - Schedule 5

Additional or repeat goods, services or works

The public contract concerns the supply of goods, services or works by the existing supplier which are intended as an extension to, or partial replacement of, existing goods, services or works in circumstances where-

(a) a change in supplier would result in the contracting authority receiving goods, services or works that are different from, or incompatible with, the existing goods, services or works, and

(b) the difference or incompatibility would result in disproportionate technical difficulties in operation or maintenance.

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

