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Contract

Update the MuleSoft and Salesforce Solution to change the primary key for citizen contact creation from email to Niche occurrence

The Police and Crime Commissioner for Humberside

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

Notice identifier: 2025/S 000-063803

Procurement identifier (OCID): ocds-h6vhtk-05abcd

Published 9 October 2025, 3:04pm

Scope

Reference

STA HP 1547

Description

Update the MuleSoft and Salesforce solution to change the primary key for citizen contact creation from email to Niche Occurrence.

1 The MuleSoft query to identify victim has a loophole that allows a Suspect classified as "16: VICTIM DECLINES/WITHDRAWS SUPPORT" to be classified as a Victim if they are added to the occurrence first and the Victim has not added a portal account. This results in the potential

for Suspects to create accounts and see report case data for other citizens.

2 OICs using Niche may, during the lifecycle of the case, update the primary victim in a case. This results in the new victim being allowed to register for the portal and see details of the case on the portal. This means that two person accounts are associated with the case account. If the original victim had previous occurrences related to this account, these would

be visible to the new primary victim.

3 Within the Force there is intermittent use of generic emails for nominal creation in Niche; this means that when the subsequent report case is created in Salesforce an account contact with a generic email address is created. Subsequent nominal creation using this generic email

address means that the contact details will rotate across multiple users and become associated with multiple occurrences. There is also a small risk that the generic emails can be used to create a user account providing access to citizen data

4 Currently, in the iHub Data model, Victim's Email is a mandatory field for iHub, so for any victim that doesn't have an email, the request will not be accepted by iHub and the API will

reject the request. Humberstone requirements are to have email as an optional field and having the mobile number as mandatory. The following changes have been impact assessed

to achieve the following:

- Infomentum to pass a static dummy value in the email field to get through the iHub Data

Model.

- iHub has existing logic in the Process API transformation to handle the dummy email

iHub needs to ensure account and contact records on the case are updated when passing data to

Salesforce.

Contract 1

Supplier

- INFOMENTUM LIMITED

Contract value

- £54,500 excluding VAT
- £65,400 including VAT

Below the relevant threshold

Date signed

4 September 2025

Contract dates

- 4 September 2025 to 4 September 2025
- 1 day

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKE1 - East Yorkshire and Northern Lincolnshire
-

Procedure

Procedure type

Below threshold - unknown

Supplier

INFOMENTUM LIMITED

- Companies House: 06306839
- Public Procurement Organisation Number: PGQV-7926-JWJT

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EC4N 7HR

United Kingdom

Email: vikram@infomentum.co.uk

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

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

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.lewis@humberside.police.uk

Region: UKE12 - East Riding of Yorkshire

Organisation type: Public authority - sub-central government