

Cambridgeshire & Peterborough Combined Authority
Pathfinder House
St Marys Street, Huntingdon
PE29 3TN

2 January 2025

[REDACTED]

[REDACTED]

Dear [REDACTED]

**Re: Freedom of Information request ref CA374
Information not held by the Combined Authority**

Thank you for your request for information which was received on 24 December 2024.

Request

I would like to know the following information:

Q1: What software solutions does the council currently use for CAFM (Computer-Aided Facilities Management) or IWMS (Integrated Workplace Management Systems)?
If there are multiple solutions, please list all of them, including niche or secondary systems.

Q2: What are the contractual terms for each solution?
Please specify start and end dates. If on an annual/rolling contract, indicate this and provide renewal terms.

Q3: What are the council's plans at the end of each contract?
Will you renew, extend, replace, or re-evaluate the software solution?

Q4: What are the total contract values for each solution?
Please provide annual, monthly, or total lifetime costs, as applicable.

Q5: Who is responsible for managing the CAFM/IWMS system(s)?
Please provide their name, job title, and department.

Q6. Which of the following functionalities does the organisation use? Are these integrated into the core system, or managed separately? Please specify.

- o Planned & Reactive Maintenance
- o Asset Management
- o Property Management
- o Lease Agreements
- o Health & Safety
- o Project Management
- o Condition Surveys

Q7: Are there any known limitations or challenges with the current system(s)?
Please elaborate on any pain points, inefficiencies, or unmet requirements.

Q8: Are there any upcoming plans for the adoption of new technologies or solutions? This includes both CAFM/IWMS-specific upgrades and broader facility management technologies. Please elaborate on potential timelines and goals.

Q9: Are there any specific factors or features that would influence the decision to switch or upgrade systems?
For example, cost savings, functionality, ease of use, or integration with other systems.

Q10: Has the council conducted or planned a review, audit, or tender process for its CAFM/IWMS solutions?
If so, when, and what are the key evaluation criteria?

Q11: Are there any preferred vendors or frameworks for procurement?
Please specify if the council uses certain frameworks like G-Cloud or regional consortia agreements.

Q12: What level of integration does your current system(s) have with other council software (e.g., finance, HR, procurement)?
Are there gaps or areas for improvement?

Q13: What data and reporting capabilities are critical for your facilities management needs?
Are these fully supported by the current system(s)?

Response

We do not hold the requested information.

I hope this information is helpful but if you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review, you should write to us via our contact us email address: democratic.services@cambridgeshirepeterborough-ca.gov.uk or write a letter to Complaints, Cambridgeshire and Peterborough Combined Authority, 2nd Floor, Pathfinder House, St Mary's Street, Huntingdon, Cambs PE29 3TN within 40 days of the date of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted via their complaints portal [FOI and EIR complaints | ICO](#) or writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Generally, the ICO will not undertake a review or make a decision on a request until the internal review process has been completed.

Yours sincerely



Susan Hall
Data Protection Officer