



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date: 22/01/2024

2024/081 - Information on software systems used within the Police Services

In response to your recent request for information regarding;

I am researching the use of Computer Aided Facilities Management (CAFM) and/or Integrated Workplace Management System (IWMS) in the public sector. Under the Freedom of Information Act (FOI) I would welcome a response to the following;

- **Which CAFM/IWMS systems are used in the organisation?**

Estate Suites Maintenance Contract by 3i Studio Ltd.

- **When did this contract start and when does it end?**

Rolling Annual Licence – currently from 30.04.23 to 29.04.24

- **What are the organisations plans at the end of contract?**

To renew an annual contract with the current company.

- **What are the contract values?**

£4,575.00 per year for the licences.

- **Who is the senior operational contact responsible for this contract?**

North Wales Police Facilities Operational Manager

- **Which of the following functionalities does the organisation use? Can you also indicate if these are incorporated within the software system? please elaborate.**

- **Planned & Reactive Maintenance**

Reactive maintenance requests are all logged on the system. Planned maintenance is not.

- **Asset Management**

List of all properties and their details held on the system.

- **Property Management**

Details of all estate properties is included within the software.

- **Lease Agreements**

Leased properties details noted and recorded within the software.

- o **Health & Safety**

H&S issues are reported and recorded via the Helpdesk portal which relate to properties. No other H&S information held on this system.

- **Project Management**

No

- **Condition Surveys**

Condition Surveys information held on the system.

- **Are there any limitations with the software system used? please elaborate.**

It does everything that we require.

- **Are there any upcoming plans for the adoption of new technologies or solutions? please elaborate.**

No upcoming plans for change currently being considered due to the expense; loss of risk of data during migration and the fact that the current system is adequate for our current needs.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 22/01/2024