

24 March 2026

FOI Ref 22606

Request - You asked Staffordshire Police (SP) the following:

Q1. What software solutions does your organisation currently use for CAFM (Computer-Aided Facilities Management) or IWMS (Integrated Workplace Management Systems)?

If multiple solutions are in use, please list all systems, including any niche, specialist, or secondary solutions.

Q2. What are the contractual terms for each solution?

Please provide the contract start and end dates. If the contract is annual or rolling, please indicate this and include any renewal terms.

Q3. What are your organisation's plans at the end of each contract?

For example, do you intend to 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.

SP received your request on 02/03/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP holds the requested information.

- Q1. What software solutions does your organisation currently use for CAFM (Computer-Aided Facilities Management) or IWMS (Integrated Workplace Management Systems)?
- If multiple solutions are in use, please list all systems, including any niche, specialist, or secondary solutions.
 - **Disclosed, SP's Estates Team use a software package called 3i internally. SP's outsourced Facilities Management Provider provide a CAFM solution as part of their Total FM (Facilities Management) contract.**
- Q2. What are the contractual terms for each solution?
- Please provide the contract start and end dates. If the contract is annual or rolling, please indicate this and include any renewal terms.
 - **Disclosed, 3i was contracted via CCS G-Cloud (term: 01/04/23 - 31/03/27). FM contract tendered via PCR15 using a NEC4 FM contract (01/12/2025 - 30/11/2030).**



- Q3. What are your organisation's plans at the end of each contract?
- For example, do you intend to renew, extend, replace, or re-evaluate the software solution?
- **No information held, however both contracts allow for extensions.**
- Q4. What are the total contract values for each solution?
- Please provide annual, monthly, or total lifetime costs, as applicable.
- **Partially disclosed, the total contract value for 3i is £19,520. The true value of the FM Provider's CAFM is unknown as this is one part of a much larger contract.**
- Q5. Who is responsible for managing the CAFM/IWMS system(s)?
- Please provide their name, job title, and department.
- **Partially disclosed, Technical Services Manager – Estates. Please see the below exemption.**

Please note that this data has been provided to the best of the ability of SP, subject to the limitation of current recording protocols and systems/software.

Every effort is made to ensure that the data presented is accurate and complete. However, it is important to note that this has been extracted from multiple sources, developed for specific policing purposes, for which data extraction methods have not been specifically designed to directly correlate with the terminology of this request. Therefore, the data presented is subject to the inaccuracies and idiosyncrasies inherent in any large-scale recording system.

Consequently, care should be taken in the interpretation and presentation of this data, to not misrepresent the whole or any part of the data disclosed.

Please be advised that all Freedom of Information request responses are published on the SP website although personal details are not included.

The following exemption has been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for part of this request.

- Section 40(2) Personal Information

Section 40(2) is an absolute exemption which means that there is no need to quantify the harm that may arise from the disclosure; neither is it subject to a public interest test.

To release personal or third-party information held by SP, would breach the data protection principles; namely –

- Data is lawfully and fairly processed.
- Processed in line with an individual's rights.
- Data is secure.

Personal and third-party information cannot be released under the Freedom of Information Act.

Disclosure under Freedom of Information is a release of information to the world in general and not an individual applicant.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from SP, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Information Access Team within two months of the SP response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a supervisor who is independent from the original Decision Maker. The Information Access Team will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to forty working days.

The independent supervisor will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>



STAFFORDSHIRE
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Freedom of Information
Information Access Team

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