



I am currently conducting university research into the use of technology within public sector organisations, with a particular focus on Computer-Aided Facilities Management (CAFM) and Integrated Workplace Management Systems (IWMS).

Please could you provide the following information:

1. What software solutions does the Council currently use for CAFM (Computer-Aided Facilities Management) or IWMS (Integrated Workplace Management Systems)?

C2/Concerto
C365 Compliance

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

2. 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.

C2/Concerto - Start date 01/08/25, End date 31/07/2030.
Lot 1.2 of the NHS SBS Hard Facilities Management 2 Framework.

C365 Compliance – Start date 01/04/2019, End date 31/03/2026

3. What are the Council's current plans at the end of each contract? For example, does the Council intend to renew, extend, replace, or re-evaluate the software solution?

We are looking to incorporate the information within C365 Compliance into the C2/Concerto database. With the C2 contract end date being 4 years away, a decision will be taken in 2029 to re-evaluate.

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

C2/Concerto – Contract total value £350,000
C365 Compliance – Contract total value £76,050

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

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