



Freedom of Information Request FOI 26 64

CAFM Systems within Emergency Services

Query and response:

Please could you provide the following 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.

Although our Lotus Notes System will be removed, for the majority of Service Users in the next few months, at time of response it is still an active system in DWFRS.

The majority of documentation has been or will be migrated to a series of Microsoft SharePoint libraries.

Task Management will be through the Manage Engine platform.

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.

Current Lotus Notes licensing concludes at the end of March 2026, with limited licensing for backup purposes extending to the end of April 2026. It is expected that a new, limited license arrangement will be necessary beyond April in order to provide access to Notes databases that have not been successfully transferred to new platforms. The extent of the new licensing is under review but is not expected to exceed 20 licenses.

Our Microsoft SharePoint licensing is linked to DWFRS Microsoft Office licensing and will be renewed through an appropriate Framework towards the end of 2026.

Manage Engine is licensed for 3 years until March 2027.

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?

For Lotus Notes the Service wide licensing will be allowed to expire. Only limited administration licenses will be maintained.

SharePoint will be extended for 3 more years.



The current intention, having built several Task Management systems around the platform, will be to extend Manage Engine by a competitive tender for a further 3 years.

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

Lotus Notes £0.00

Microsoft Licenses £2,220,819.64

Manage Engine £70,000

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

Support for the named systems is provided by the ICT Team, under Fiona Kiernan-Tatem, and the Digital Transformation Team, under Katie Mitchell. These contact details are not to be used for the purposes of direct marketing, as per the UK GDPR Article 21, which affords individuals the right to object to such marketing.

Information/Detail accurate on the date provided: 25, March 2026