



Further to your information request FOI/EIR 24/25-021, please find your question and our response below.

Request:

I am writing to request information under the Freedom of Information Act regarding the maintenance systems and associated software used within the local council.

Specifically, I would like to request the following information:

- The name(s) of the software used for maintenance management systems (Typically known as CMMS, EAM, Asset Management, Facilities Management) within the council.
- The number of users licensed to use the maintenance management system software.
- The annual cost associated with the maintenance management system software.
- The individual or department responsible for managing and overseeing the maintenance management system software.
- The expiration date of the current contract(s) for the maintenance management system software.

Additionally, I would also like to request information regarding the following:

- The software used to manage the allocation of equipment within the council, for example lawn mowers, road sweepers, waste collection vehicles.
- Additionally, to this, how are the above jobs allocated.
- The software used for maintaining buildings, homes, playgrounds, green spaces & grounds etc. within the local council.
- The software used for registering accidents or damages within all equipment or assets owned or leased within the facility.
- How failures of equipment, machinery, vehicles, damages to property and supplies are logged within the facility.
- Name of software used to ensure equipment, machinery and any other items are fit for use for example periodic testing and calibration, for example fire extinguishers.
- With property, how are they maintained, how is the data logged for example testing, alarm checks, inspections of homes and which software is used to support this if any?

Response:

In accordance with Section 16(1) of the FOI Act, the Council has a duty to provide advice and assistance to you, as far as it is reasonable to do so. We can advise that the Council does not respond to unsolicited requests regarding sales, procurement, and commissioning.

Departments must follow a strict procedure as the council has a responsibility to spend public money to achieve the best possible value and outcomes for its citizens whilst maximising the wider social, economic, and environmental benefits. We can direct you to the Council's website pages for procurement opportunities, events and how to sell to the Council:

<https://www.eastcamb.gov.uk/east-camb-district-council/doing-business-council>

This concludes your request FOI/EIR 24/25-021.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.