



Q1: What software solutions does the council currently use for CAFM (Computer-Aided Facilities Management) or IWMS (Integrated Workplace Management Systems)? If there are multiple solutions, please list all of them, including niche or secondary systems.

There is currently a review of property asset management databases.  
The team currently use -

NEC Software Solutions (Social Housing Stock)  
LAPD Apps  
Concerto (Corporate Stock)  
C365  
Systems Link (Energy Specific) – (Social Housing Void Properties and Corporate Stock)

Q2: What are the contractual terms for each solution? Please specify start and end dates. If on an annual/rolling contract, indicate this and provide renewal terms.

NEC Software Solutions – April 2023 for 3 years  
LAPD Apps (No longer Supported)  
Concerto – 1<sup>st</sup> August 24 – 31<sup>st</sup> July 2025  
C365 – March 2026  
Systems Link – 1/10/24-30/9/25

Q3: What are the council's plans at the end of each contract? Will you renew, extend, replace, or re-evaluate the software solution?

Under Review

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

NEC Software Solutions (Social Housing Stock) - £550,000 total cost  
LAPD Apps – N/A  
Concerto - £45,000.00  
C365 - £25,400.00 pa  
Systems Link - £15,125.20pa (including VAT)

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

NEC Software Solutions (Social Housing Stock) – Kathryn Perry, Assistant Director Housing Services, Place  
LAPD Apps – N/A  
Concerto – Mike Purcell, Senior Building Surveyor, Property  
C365 – Gareth Elsby, Statutory Compliance Inspection Officer, Property  
Systems Link – Stuart Holding, Senior Energy Assessor, Property

Q6. Which of the following functionalities does the organisation use? Are these integrated into the core system, or managed separately? Please specify.

NEC Software Solutions for a), b), c), f) and g)  
Social Housing Stock  
Concerto for a), b), c), e), f) and g) Corporate Stock

- a) Planned & Reactive Maintenance
- b) Asset Management
- c) Property Management
- d) Lease Agreements
- e) Health & Safety
- f) Project Management
- g) Condition Surveys

Q7: Are there any known limitations or challenges with the current system(s)? Please elaborate on any pain points, inefficiencies, or unmet requirements.

Q8: Are there any upcoming plans for the adoption of new technologies or solutions? This includes both CAFM/IWMS-specific upgrades and broader facility management technologies. Please elaborate on potential timelines and goals.

Q9: Are there any specific factors or features that would influence the decision to switch or upgrade systems? For example, cost savings, functionality, ease of use, or integration with other systems.

Q10: Has the council conducted or planned a review, audit, or tender process for its CAFM/IWMS solutions? If so, when, and what are the key evaluation criteria?

Q11: Are there any preferred vendors or frameworks for procurement? Please specify if the council uses certain frameworks like G-Cloud or regional consortia agreements.

Q12: What level of integration does your current system(s) have with other council software (e.g., finance, HR, procurement)? Are there gaps or areas for improvement?

Q13: What data and reporting capabilities are critical for your facilities management needs? Are these fully supported by the current system(s)?

Wigan council is currently undertaking a review of its software systems and alongside this, systems requirements workshops with the various teams that uses the existing systems. Thus, allowing Wigan Council a greater overview of the software needs to deliver timely and appropriate services. Until these processes have been completed, we will not be able to advise on our next steps.

Wigan Council uses YPO frameworks as we were one of the Local Authorities that established the company in 1974. We also link into regional consortia such as the Greater Manchester Combined Authority (GMCA)

We also use ICT frameworks established by the Crown Court Commercial Services – G-Cloud 14 and YPO's ICT Framework.

Will be fully established once the software systems review is complete.

We use the data in Concerto to provide information regarding spending against budgets as well as for condition survey data to assist in creating future spending plans and funding requirements. We also use the planned maintenance reporting functions to ensure servicing of plant and equipment is up to date and all relevant certificates are available. These requirements are fully supported by the system.