| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-0973  Responded to: 17 May 2024 |
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Your recent request for information is replicated below, together with our response.

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

**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 force.**

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

**- The software used to manage the allocation of equipment within the force.**

**- The software used for maintaining buildings, vehicles, PPE, firearms etc.**

**- The software used for registering accidents or damages within all equipment or assets owned or leased within the force.**

**- How failures of equipment, machinery, vehicles, and supplies are logged within the force.**

**- 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, PPE & vehicles.**

Police Scotland use various software systems across the organisation. To assist with your request, we collated information from IT, Estates, Firearms and Fleet.

Police Scotland does not have any software for building maintenance management. Access to a CAFM system (Concept Evolution) is provided by an external supply partner as part of our Hard FM contract. Chronicle is used for the maintenance of firearms assets, with Fleet using a maintenance system called Tranman.

Several other systems are also used across the force, such as, Scope, PA portal and Body Worn Video manager.

**- The individual or department responsible for managing and overseeing the maintenance management system software.**

The Armed Policing Policy and Compliance Unit (APPCU) and Armed Policing Training and Compliance Unit oversee the management of Chronicle. The Hard FM contract is maintained by an external provider and the Digital Division within Police Scotland oversee the maintenance of Tranman.

**- The expiration date of the current contract(s) for the maintenance management system software.**

**- The number of users licensed to use the maintenance management system software.**

The Chronicle contract expires on 31/12/2028. This license is not restricted in terms of the number of users that have access.

The Hard FM contract expires on 31/03/2026. There are around 50 user licenses within this contract.

The Tranman contract expires on 31/03/2025. The number of users licensed is 99.

**- The annual cost associated with the maintenance management system software.**

Section 16 of the Freedom of Information (Scotland) Act 2002 (the Act) requires Police Scotland to provide you with a notice which: (a) states that it holds the information, (b) states that it is claiming an exemption, (c) specifies the exemption in question and (d) states, if that would not be otherwise apparent, why the exemption applies. Where information is considered to be exempt, this letter serves as a Refusal Notice that information is held and an explanation of the appropriate exemption is provided.

**Section 33(1) (b) – Commercial Interests**

Such information will not be disclosed whilst remaining relevant, as it is considered to be commercially sensitive. Disclosure of this information would give a competitive advantage to companies in any future tender process.

Disclosure could reduce the number of companies tendering for the supply of goods and services, they being aware that Police Scotland will disclose commercially sensitive information. This is likely to negatively impact on the tendering process used by the service to ensure it purchases the most efficient and cost effective services in the future, and prejudice the commercial interests of Police Scotland.

This is a non-absolute exemption which requires the application of the Public Interest Test.

**Public Interest Test**

Police Scotland is a publicly funded organisation and therefore the Service has an obligation to obtain best value for money with particular services. Further, in order to do this, it is essential to maintain working relationships with companies that tender their services.

As such, Police Scotland will not disclose any information that would impact on the ability to do both. The public interest would not be served if it were no longer possible to engage companies in a tender offer if they believed that conducting business with Police Scotland would result in their confidential financial information being released**.**

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.