



Further to your information request FOI/EIR 25/26-016, please find your question and our response below.

Request:

Content Management Systems

- The name and version of your current primary Content Management System(s)
- The annual cost of licensing, maintenance, and support for each CMS
- The contract start and end dates for your CMS platform(s)
- The name of the supplier/vendor for each CMS
- The procurement framework used to purchase the CMS (if applicable)
- The total implementation cost of your current CMS solution
- Any planned procurement activities relating to CMS platforms in the next 24 months

Case Management Systems / Customer Relationship Management Systems

- The name and version of your current Case Management System(s) or Customer Relationship Management System(s)
- The annual cost of licensing, maintenance, and support for each Case Management System or Customer Relationship Management System(s)
- The contract start and end dates for your Case Management System(s) or Customer Relationship Management System(s)
- The name of the supplier/vendor for each Case Management System or Customer Relationship Management System(s)
- The procurement framework used to purchase the Case Management System(s) or Customer Relationship Management System(s) (if applicable)
- The total implementation cost of your current Case Management System solution(s) or Customer Relationship Management System(s)
- Any planned procurement activities relating to Case Management Systems or Customer Relationship Management System(s) in the next 24 months

Response:

Content Management Systems

- Local Gov Drupal
- Local Gov Drupal is free, £18,840 for maintenance and support and development.
- 1st December 2024 – 30 November 2027 with an option to extend for a further year
- Invuse Ltd
- G Cloud 13 Framework
- Total rebuild of Website and Intranet on Local Gov Drupal Platform – £62,960
- No

Case Management Systems / Customer Relationship Management Systems

- Granicus Gov Service
- £41,904.28
- 10 April 2025 – 9 April 2026
- Granicus (previously Firmstep)
- G Cloud framework agreement
- £33,500

- No

This concludes your request FOI/EIR 25/26-016.

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.