



# EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,  
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555  
[www.eastcambs.gov.uk](http://www.eastcambs.gov.uk)

Further to your information request FOI/EIR 23/24-275, please find your question and our response below.

## **Request:**

Under the Freedom of Information Act 2000, I kindly request information regarding the Customer Relationship Management (CRM) and Content Management System (CMS) platforms used by your council.

### 1. CRM Platform Information:

- a. What CRM platform does your council currently use?
- b. When is the contract end date for the CRM platform?
- c. When was the CRM contract last re-tendered?
- d. Could you please provide the contract value for the CRM platform? (Please note that invoices exceeding £5,000 are required to be accessible to the public.)
- e. Is there an intent to release a tender for CRM platforms in the foreseeable future? If so, kindly provide an estimated timeline or relevant details.

### 2. CMS Platform Information:

- a. What CMS platform does your council currently use?
- b. When is the contract end date for the CMS platform?
- c. When was the CMS contract last re-tendered?
- d. Could you please provide the contract value for the CMS platform? (Please note that invoices exceeding £5,000 are required to be accessible to the public.)
- e. Is there an intent to release a tender for CMS platforms in the foreseeable future? If so, kindly provide an estimated timeline or relevant details.

## **Response:**

### 1. CRM Platform Information:

- a. Granicus
- b. April 2024
- c. 2014
- d. Total cost 2014 to date – £280,726. Review of CRM planned 2024

### 2. CMS Platform Information:

- a. Drupal
- b. Dec 2023
- c. 2016
- d. Total cost 2016 to date £111, 255.00. Review of website in progress.

This concludes your request FOI/EIR 23/24-275.

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](mailto: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.