



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI544426459

Thank you for your request for information relating to CRM and CMS Platform Information.

You have requested the following information:

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?

Granicus Firmstep.

b. When is the contract end date for the CRM platform?

31 March 2024.

c. When was the CRM contract last re-tendered?

2014.

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.)

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

https://www.coventry.gov.uk/downloads/download/818/spending_over_500

This exemption is not subject to the public interest test.

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.

There is no intention to release a tender in the immediate future.

2. CMS Platform Information:

a. What CMS platform does your council currently use?

Jadu.

b. When is the contract end date for the CMS platform?

31 March 2024.

c. When was the CMS contract last re-tendered?

Approximately 2009.

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.)

Please refer to Question 1d.

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.

There is no intention to release a tender in the immediate future.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for

information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance