

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.

[We do not use a CRM Platform](#)

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.

[Zengenti Contensis CMS](#)
[Rolling support and maintenance contract, please refer to the Contracts Register that is published on our website which holds the information you are requesting Open data \(wigan.gov.uk\)](#)

[There is no intention to release a tender at this time.](#)