

18 August 2023

Dear

ATISN 18817 – Email Communications Platform

Information requested

Thank you for your request which I received on 7 August 2023. The information you have requested can be found in Annex A.

Our response

Please see our response at Annex B.

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex A

I would be most grateful if you would provide me, under the Freedom of Information Act.

1. Does the Authority have a contract in place with an external provider for an email communications platform that enables it to design and send batch emails (whether this be marketing, public campaigns, public information alerts) to subscribers that have signed up to receive such communications from the Council?

2. If so, is there a public award listing for the placement of this contract? Please provide the link.

3. If not, please can the Authority provide the:

3a. Name of the supplier

3b. Summary of the service

3c. When the contract started

3d. When the contract will come up for renewal

4. Please provide the spend on this contract from contract start to date.

5. Is there an extension clause in the contract and, if so, what is the duration of the extension?

6. Who is the senior officer (outside of procurement) responsible for this contract?

Annex B

I would be most grateful if you would provide me, under the Freedom of Information Act.

1. Does the Authority have a contract in place with an external provider for an email communications platform that enables it to design and send batch emails (whether this be marketing, public campaigns, public information alerts) to subscribers that have signed up to receive such communications from the Council?

Answer: Yes, there is a corporate communications platform for issuing newsletters to subscribers.

2. If so, is there a public award listing for the placement of this contract? Please provide the link.

Answer: No, the contract was awarded under the Crown Commercial Services G Cloud framework agreement and at the time award notices were not published for call-offs under frameworks.

3. If not, please can the Authority provide the:

Answer:

- a. Name of the supplier: Granicus-Firmstep Limited
- b. Summary of the service: Annual subscription for digital newsletter and notification platform (GovDelivery).
- c. When the contract started: 01/01/2022
- d. When the contract will come up for renewal: 31/12/2023

4. Please provide the spend on this contract from contract start to date.

Answer: 32,812.00 per annum, £65,624.00 total contract value.

5. Is there an extension clause in the contract and, if so, what is the duration of the extension?

Answer: There was an option to extend the contract by 12 months. However, this option was exercised in December 2022. There are no further options to extend.

6. Who is the senior officer (outside of procurement) responsible for this contract?

Answer: Michael Hutchings/Aeddan Davies - Corporate Digital Team