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