

**WRITTEN QUESTION TO THE MINISTER FOR ECONOMIC DEVELOPMENT BY DEPUTY A.  
BRECKON OF ST. SAVIOUR**

**ANSWER TO BE TABLED ON TUESDAY 15th JULY 2008**

**Question**

Would the Minister give details of the arrangements for the website for Jersey Tourism, including:

- (a) whether a tendering process took place and if so, how, where and when it was advertised;

**Answer**

Seven companies who had been identified by the Department as being able to undertake the development work were invited to make a written submission for the jersey.com project. From the written submissions a short list of two, which consisted of a joint proposal from two local companies and one external company were invited to make a presentation to the selection team (which consisted of officials and the Chairman of the Tourism Development Fund) from which the final choice was made. Each of the finalists had previously undertaken successful on-line projects for the department.

**Question**

- (b) whether a Service Level Agreement exists with the existing operator;

**Answer**

The project brief was to design and deliver a website to a given specification. The question of a Service Level Agreement does not arise as there is no ongoing maintenance arrangement for this work and it was always envisaged that this would be integrated with existing service contracts for other States web projects. There was of course a contract for the work carried out on the new website.

**Question**

- (c) for what periods, if any, the website has been inaccessible to the public and when;

The website was never unavailable as it was possible to revert to the former site immediately once the problems occurred with the new site. **At no time was the jersey.com service unavailable.**

**Question**

- (d) whether any compensation or reduction in payment has been or is being negotiated?

**Answer**

The final cost to the States is the subject of ongoing negotiation with the contractor. The Chief Officer of the Economic Development Department, in full consultation with the Director of ISD is personally handling the negotiations.

I have asked for an independent report on lessons learnt.