

**WRITTEN QUESTION TO THE MINISTER FOR EDUCATION, SPORT AND CULTURE BY
DEPUTY R.G. LE HÉRISSIER OF ST. SAVIOUR
ANSWER TO BE TABLED ON TUESDAY 23rd MARCH 2010**

Question

“Was the project to introduce a website for ticketing of all publicly assisted Arts locations put out to tender? If not, why not and if so, what numbers were submitted and what were the tender prices of each?”

Answer

The project was not put out to tender given that the total cost of the upgrade was established to be £46,000 and the threshold for full open tender is £50,000. This is in accordance with Financial Directive 5.7. The approval for the waiver of tender process was sanctioned by the Director of Strategic Procurement for the States of Jersey, who was a signatory on the Business Case.

The hardware purchased to host the Databox application is standard HP Generation 6 servers as utilised across the States of Jersey. Should an alternate fully outsourced ticketing application be utilised in the future this hardware would be re-used within the educational estate. This hardware represents £23,000 of the total costs.

All three Arts venues, Fort Regent, Jersey Arts Centre and Opera House currently use the same ticketing application – Databox. The Opera House is already running the version of Databox that has online functionality enabled.

A single application for ticketing across all three venues ensures that economies of scale can be achieved in both purchasing and support costs, thereby delivering value for money.

The Databox application was reviewed and deemed as stable, fit for purpose and not in need of replacement by the Web Programme team at C5 Alliance.

The supplier, Tickets.com, was reviewed and approved by DfESC finance department.

The stability of the Databox application was confirmed by the DfESC’s internal ICT support function (based on the number of helpdesk calls raised and logged issues with the application).

The 3 venues were consulted as to their opinion of the system and confirmed they did not see any requirement to change to a new system.

Based on this output, the strategic choice to use Databox as the primary ticketing application within the States of Jersey was approved by the Director of Information Services and the Web Programme Manager.