

**CAMBRIDGE CITY COUNCIL**  
Record of Executive Decision

<b>TENDER FOR BOX OFFICE SOFTWARE</b>
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**Decision of:** Councillor Smith, Executive Councillor for Arts and Recreation

**Reference:**

**Date of decision:** 13 November      **Recorded on:** 13 November

**Decision Type:** Not a Key Decision

**Matter for Decision:** For the Executive Councillor to decide whether to authorise the Head of Arts & Entertainments to tender for and award a contract for Box Office software, with powers delegated to officers by the Executive Councillor.

**Why the decision had to be made (and any alternative options):** The current Box Office software has been in use for a number of years. It is timely to tender to ensure that the best software is in use, that it meets customer expectations and provides the Council best value

**The Executive Councillor's decision(s):**  
1 To authorise the Head of Arts & Entertainments to tender the contract to provide and maintain our Box Office software.  
2 To authorise the Head of Arts & Entertainments to award the contract to the most favorable tender, in accordance with pre-determined selection criteria.

**Reasons for the decision:** As set out in the report

**Scrutiny consideration:** None

**Report:**

**Conflicts of interest:**

**Comments:**



To: Executive Councillor for Arts & Recreation  
(Community Services): Councillor Julie Smith  
Report by: Head of Arts and Entertainments  
Relevant scrutiny committee: Community Services 13/11/2008  
Wards affected: None

## **NON KEY DECISION**

### **DECISION TO BE MADE**

For Scrutiny Committee and the Executive Councillor to decide whether to authorise the Head of Arts & Entertainments to tender for and award a contract for Box Office software, with powers delegated to officers by the Executive Councillor.

#### **1. Executive summary**

The current Box Office software has been in use for a number of years. It is timely to tender to ensure that the best software is in use, that it meets customer expectations and provides the Council best value.

#### **2. Recommendations**

The Executive Councillor is recommended:

- 2.1 To authorise the Head of Arts & Entertainments to tender the contract to provide and maintain our Box Office software.
- 2.2 To authorise the Head of Arts & Entertainments to award the contract to the most favourable tender, in accordance with pre-determined selection criteria.

#### **3. Background**

- 3.1 The Box office sells in the region of 250,000 tickets per year by telephone, over the internet and via counter service.
- 3.2 This procurement will cover software licence fees, software support and online provision. It is assumed that hardware maintenance will continue to be supported by Serco (the Council's current contractor)

under current arrangements. Software maintenance will be carried out by the new software provider.

- 3.4 Currently, the Cambridge Folk Festival's online ticketing is being operated by a third party provider at additional cost to the Council as the current software cannot cope with the complexity of its existing ticketing arrangements. It is the intention that future on-line Festival bookings are made via this software rather than a third party provider.

## **4. Implications**

### **Financial Implications.**

Given the variety of pricing options within the market place (e.g. some will offer the product outright, others will work by applying a booking charge per ticket which could either be passed to the customers or be bourn by us and others offer renewable licences), we are seeking permission to test the market place with a view to then proceeding with an appropriate model.

In the event of finding a suitable supplier that meets our requirements but that costs the same or less than the current revenue cost then we would wish to proceed and award a new contract.

If, however, a suitable supplier that meets our requirements is more expensive than the current revenue cost then we will need to seek revenue funding through the normal budget cycle, which means that we would not proceed with the procurement within the proposed timeframe of installation in March/April 2009.

(b) **Staffing Implications.** None.

(c) **Equal Opportunities Implications.** All tenders shall be dealt within accordance with the Constitution and shall be subject to a team evaluation.

(d) **Environmental Implications.** None

(e) **Community Safety Implications.** None

## **5. Background papers**

These background papers were used in the preparation of this report:

Draft Invitation to tender

Draft Tender specification

A project brief prepared for the Council officers ICT Steering Group

## **6. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact:

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