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Officer Decisions

Friday, 4th October, 2019

AGENDA

- 1. Replacement to the current ticketing system at King George's Hall and Darwen Library Theatre**
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Part 2 - RDP-Ticketing system

Date Published: 4th October 2019
Denise Park, Chief Executive

Agenda Item 1

RECORD OF DECISION TAKEN UNDER DELEGATED POWERS OUTLINED IN THE CONSTITUTION – Part 3 Section 16



**DELEGATED
OFFICER DECISION
TAKEN BY:**

**Paul Fleming, Director of Digital & Business
Change.**

**Martin Eden, Director of Environment &
Operations**

**PORTFOLIO
AREA:**

Digital and Customer Services
Public Health and Wellbeing

SUBJECT: Replacement of the current ticketing system at King George's Hall and Darwen Library Theatre.

1. DECISION

Further to the approval of the Capital Programme for 2019-2021 at Finance Council in February 2019, in consultation with the Director of Finance & Customer Services, to approve the reallocation of an additional £53,000 from the ICT earmarked scheme in 2019/20 to replace the Venues ticketing system and to enter into a contract with the supplier who was successful with the winning bid.

2. REASON FOR DECISION

The Environment & Leisure Directorate currently use Ticket Master (TM) as their booking agent for King George's Hall (KGH) and Darwen Library Theatre (DLT). The business has recognised that there would be an income generation/growth opportunity if they were able to add booking fees to all tickets sold. The current situation only allows them to insert a booking fee on tickets not sold online, given that all online sales are sold by Ticket Master and it is they who insert the booking fee. As such, the business proposes a new ticketing solution is implemented in order to allow full control over ticket sales and eligibility to insert booking fees as well as being able to manage their own data and produce all subsequent reports.

There are number of risks identified with the current solution as follows;

- The department are currently unable to generate additional revenue income whilst utilising the existing system.
- The new system will allow booking fees to be charged
- Currently Ticketmaster control storage of our data and are increasingly reluctant to provide data at our request which impacts how and who we directly target marketing for our events.
- There is no current automated provision of reporting within the existing system and manual intervention is required.
- Postcode retrieval functionality has failed within the existing system which is increasing the time to make a sale and impacts on accuracy of customer data.
- GDPR – the operating system we use for over the counter sales deletes our data within three months, this has time-consuming implications for the programming and marketing teams and restricts the way we record information about and contact our customers.
- With the new system processes can be streamlined with Civica integration and the potential to do the same with the event management system generating efficiencies.

A tender exercise was undertaken via the Council's e-procurement portal, The Chest.

The opportunity was advertised on The Chest and Contracts Finder, Central Government's website for all public sector tenders, on 28 March 2018.

Tenders submissions were received from 3 suppliers:

- Supplier A
- Supplier B
- Supplier C

The tenders were evaluated by representatives from King Georges Hall, IT, Procurement and an external consultant.

Supplier B was a non-compliant bid, Supplier C scored 78.8% and Supplier A scored 84.8%. Therefore, the recommendation is to award to Supplier A.

The total capital, which will initially be taken from the ICT earmarked scheme, will be financed through a Revenue to Capital transfer from the existing portfolio budget over the next 3 years.

The revenue costs for the new solution will be funded by the departments existing budget.

3. BACKGROUND

Previous approval was granted to proceed with procurement and for the inclusion of the scheme in the capital programme based on soft market testing with suppliers. The winning bidder in the procurement exercise provided a solution which was more reliant on Capital expenditure with a lower ongoing revenue cost, this however provided a cheaper total cost of ownership over the duration of the contract.

4. OPTIONS CONSIDERED AND REJECTED

The department looked at various options including remaining with the incumbent supplier. Due to the potential benefits to be gained with the new system and the risk / issues with the current one a decision was made to procure a new solution.

Further information is available from the report author

5. DECLARATION OF INTEREST

All Declarations of Interest of the officer with delegation and the any Member who has been consulted, and note of any dispensation granted should be recorded below:


VERSION: 2

CONTACT OFFICER:	Peter Hughes
DATE:	13/09/2019
BACKGROUND DOCUMENTS:	None

Signed:



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Director : Paul Fleming, Director of Digital & Business Change	Date: 16/09/19
Signed: 	
Director: Martin Eden, Director of Environment and Operations	Date: 30/09/19

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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