



## **External Invitation to Tender**

**Entries, Timing & Result service at the Jan Kjellström**

**2025 - 2027**

**September 2023**

## JK2025-2027: Entries, Start times, Results Service Tender

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## 1. Introduction

British Orienteering has decided to invite tenders for the provision of Entry System, Start Time Allocation Service, and Results Service at the Jan Kjellström (JK) Festival of Orienteering for three years starting in 2025. This encompasses the design of the competitor interface for entries, any links to other services e.g. commentary, radio controls and results portals, and extends to equipment required to support the event.

## 2. Overview of tender requirements

We are seeking a single provider for a multi-year deal to provide these services for JKs in 2025, 2026 and 2027:

- **Entry Service** to cover entry all foot O (individual and relay) and trail O competitions, supplementary questions, and sale of merchandise.
- **Start Time Allocation Service** for the foot O competitions (not required for trail O or relay).
- **Results Service** for the foot O competitions (including combined results for days 2 & 3) and the relay competition (not required for trail O).

## 3. Process for Tender

As part of this tender process British Orienteering will provide tenderers with a range of information. This is to ensure that clarification questions are minimised and that uncertainty is reduced enabling tenderers to submit an accurate and relevant proposal.

Tenders will be considered in a two-part process:

1. The first part will involve the submission of a written proposal addressing each of the areas described in Paragraph 8.2 below. The selection panel will evaluate the quality of these written proposals.
2. Dependent upon the evaluation of written proposals, the second part may involve a presentation to the selection panel, including a question and answer session. The presentation will be held via Microsoft Teams on the date stated in the table below.

## 4. Timescales

The process for selection is summarised as follows:

| Date           | Stage  |
|----------------|--|
| 30 August      | British Orienteering invitation to Tender  |
| 29 September   | Deadline for Tender submissions  |
| 5 October      | Evaluation of Tenders and shortlisting   |
| 19 October     | Presentations to selection panel - further questions or clarifications sent back to the service provider, and final submission made. |
| W/C 23 October | Final selection or presentation  |
| W/C 23 October | Preferred supplier notified  |
| 1 January 2025 | Contract starts  |

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## 4. Tender Response Format

To confirm your participation in the tender process please email Peter Hart, Chief Executive at [peter.hart@britishorienteering.org.uk](mailto:peter.hart@britishorienteering.org.uk) by close of business on Friday, 29th September.

To ensure the process is as fair as possible your response will need to be submitted in the following format:

### **Background details:**

A description of the Firm

Previous experience and client base

Type of company e.g. Private Limited Company

### **Resourcing**

The Team

Structure

Any services that will/maybe sub contracted

### **Overall Approach to the provision of entries, timing & results**

Planning

Scope and materiality

Control and co-ordination

Reporting

### **Specific technical issues**

Your views on any specific technical issues relative to British Orienteering

For each requirement, a specific response should be made indicating whether the requirement can be met or not, together with any elaboration on additional features or services.

Please provide pricing for each of the Entry System, Start Time Allocation Service, and Results Service, as well as any breakdown within them (especially for optional items).

Any value added that you could bring to British Orienteering and or the JK

### **Data protection**

Please supply your privacy and data protection policies, and confirm they comply with all appropriate legal requirements such as UK GDPR.

### **Fees**

Fee proposal (please state the cost of each service and if subject to VAT)

A general overview of the timing of billings

The basis for agreeing on fees for other related services

The basis for agreeing on fees in future years.

Please confirm that you are aware of compatibility requirements for any connecting services typically used by such major events e.g. radio controls, commentary, etc.

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### 5. Return of Tender Documents

An electronic copy of your proposal should be sent to British Orienteering no later than **17:00, Friday, 29th September**.

Return to the following:

**Email:** [peter.hart@britishorienteering.org.uk](mailto:peter.hart@britishorienteering.org.uk)

Please ensure your electronic response is clearly marked "*Entries, Results Service Tender*" to ensure it is not opened prior to the Tender Submission Date.

Peter Hart will also be available to respond to questions you may have up to the deadline date for submission of questions.

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## 1. Outline dates/times for the event

The outline dates for the event are anticipated to be as follows. These dates will be confirmed with the service provider once selected and may vary according to when Easter falls each year.

- **November:** Final details for entries confirmed (classes / course, questions, prices, closing dates etc.).
- **December:** Entries open.
- **February:** First closing date (individual and relays).
- **February:** Second closing date (individual and relays).
- **March:** Final closing date (individual).
- **March:** Final closing date (relays).
- **March:** Start time allocation starts. This is deliberately a week after the individual closing date, for the inevitable special cases for very late entries and changes.
- **March:** Start time allocation complete, and bib/team numbers available.
- **April:** JK competition.
  - **Ready for prize giving each day:** Printout of prize winners from that day's competition.
  - **7pm each day:** Results from that day's competition (and on day 3 the combined results for days 2+3) available on website.
  - **7pm on Saturday:** Start list and bib numbers available for elites on day 3
  - **9am on Monday:** Deadline for Relay declaration.

## 2. Event details

The JK competition will comprise the following competitions:

- Friday Day 1 -- Foot-O Sprint (Day 1)
- Saturday Day 2 – Foot-O Middle (Day 2)
- Sunday Day 3 – Foot-O Long (Day 3)
- Monday Day 4 - Foot-O Relay (Day 4)
- TrailO competitions on one or more of Days 1 to 3

**Please note the JK is held over the Easter weekend with Day 1 being Good Friday.**

## 3. General requirements:

We are seeking a tender for the following service:

- **Entry System** to cover entry all four FootO competitions and any TrailO competitions, supplementary questions, and sale of merchandise.
- **Start Time Allocation Service** for the 3Foot O competitions (not required for TrailO or relay).
- **Results Service** for the 3 FootO competitions (including combined results for days 2 & 3) and the relay competition (not required for TrailO).
- **Relay Declaration** - team declarations allowed up to a declared cut off time
- **A donation option** to agreed Charities.

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## 5. Entry

### 5.1. Introduction

The Entry System must allow entry to all the events listed in section [2](#).

In order to avoid competitor confusion (e.g. between Foot O and Trail O days), and to cater for different people making entries (e.g. individuals/families vs. clubs for relays), three separate events/blocks of competitions may be required from the point of view of the Entry System to cover each of:

- Individual foot O days (including supplementary questions and sale of merchandise)
- Relay days
- Trail O days.

### Common entry system requirements

The requirements in this section apply to all the separate competitions/events indicated above.

#### 5.1.1.Entry mechanisms

The Entry System must support online entries. . All competitive entries will be made online. Colour coded courses will be available for pre-entry and EOD while maps last. There is no requirement to accept paper/postal entries.

#### 5.1.2.Entry fees and payment

Entry fees for all competitions will be set by the event organisers, and communicated to the Entry System Provider, once the event budget is completed, according to the schedule [here](#).

There will be 3 closing dates with different entry fees. After the final closing date, entries must still be accepted at the Entries Secretary's discretion. Please indicate how your Entry System can accommodate such very late entries, i.e. a waiting list awaiting approval by the Entries Secretary without allowing just anyone to enter after the final closing date.

The Entry System must collect online payments from all common credit and debit cards. Payment must be collected at the time of entry. There is no requirement to support deferred payment, and/or payment by cheque.

Card payment charges must be handled by the Entry System Provider. Please make this charge clear in your pricing.

International entrants must be able to enter using an overseas credit/debit card. Please also define any other capability the Entry Service has for international payments.

At the current time we do not anticipate offering discounted entries for volunteers, or any other purpose (we expect to compensate helpers in other ways), but please indicate your ability to do this if required.

#### 5.1.3.Refunds and cancellations

The Entry System must allow cancellation of entries and refunds. Please define how the Entry System will cope with this and any administration fees charged by the Entry System Provider.

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### **5.1.4.Changes**

The Entry System must allow entrants to make changes to their entries according to the schedule [here](#) (likely a few days after the final closing date). It must be possible for entrants to change the following details without any action from the Entries Secretary whether the entrant will be participating on a non-competitive basis in one or more of the competitions entered:

- Electronic punching card number
- Start block preferences
- Class
- Answers to additional questions
- Relay team names
- Relay team individual runner details

There must be no charge by the Entry System Provider for making entry changes.

It is desirable that the Entry System allows additional competitors to be added to an existing entry (and take the additional payment as required), or purchase (additional) merchandise on an existing entry. Please indicate if your Entry System can support this, and if not how else it can be accomplished.

The Entry System must allow the Entries Secretary to make manual changes to entries up until a mutually agreed date when data is transferred to the Results Service.

Entries or changes to competitive courses during the event is not permitted, though a change from a competitive course to a non-competitive course, e.g., M35L to M35S may be permitted while spare maps are available.

### **5.1.5.Entry limits**

The Entry System must be able to limit entries for a given course based on e.g. number of maps available. The limits will be decided by the event organisers and communicated to the Entry System Provider. Please indicate if your Entry System allows the Entries Secretary to apply such limits themselves or if this requires your assistance.

### **5.1.6.Access to entry data**

The Entry System must provide the Entries Secretary access to entry data on demand at any time leading up to the event. This will be used by the event team for a variety of purposes including (but not limited to):

- Placing orders for merchandise
- Event safety measures
- Calculating numbers of maps to print and
- placing orders for bibs.

The Entry System must also provide easy access/print out of the following list:

- Entries by alphabetical name order for each day, for display in the arena and at the start, showing bib number, name, club, class, start location, start time.
- Entries by start time order for each day, grouped for each minute, for use by officials in start lanes, showing bib number, name, club, class, course, start time.

Bib numbers in the above lists must show new bib numbers for elites on day 3 (as described [here](#)).



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Transfer of entry data into the Results System is the responsibility of the provider of the Entry System and Results Service.

### 5.1.1. Contacting entrants

The Entry Service must provide the ability to bulk contact all entrants, at least by email, and optionally by text message. Please indicate which of these your service can support, how it is administered (e.g. by Entries Secretary or only by yourself), and any additional costs involved.

## 5.2. Individual Days

See [here](#) for the list of events to be entered (foot O and trail O).

### 5.2.1. Classes and courses

The allowed classes and the course/class combinations will be largely as defined in the British Orienteering rules for the JK competition. The precise details will be confirmed by the Entries Secretary according to the [schedule](#).

Competitive classes can only be pre-entered. Non-competitive/novice classes can be pre-entered or entered on the day. Please indicate how the EOD system will be handled.

Entrants may enter as many or as few events as they choose. Entrants must be able to enter any class for each day. They may enter a different or the same class each day. They should be offered the default class for their standard age class.

Entrants must be able to enter any number of other persons, regardless of their club and/or country.

### 5.2.2. Additional questions

The Entry System must allow for additional questions to be asked on a per--competitor or per-entry form basis. Examples may include:

- Medical conditions and emergency contact details.
- Days on which volunteer help is offered
- Information for the commentary team
- Disabled access requirements
- Individual entrants who will be participating on a non-competitive basis in one or more of the competitions entered must be able to declare this via the Entries System.
- Vehicle requirements - we do not intend to charge for parking separately but would like to know about over-size vehicles and coaches.
- Special requests

The exact questions will be confirmed by the Entries Secretary according to the [schedule](#).

### 5.2.3. Merchandise

The Entry System must allow for the purchase of merchandise, for example, JK branded O kit and other mementoes. The exact set of options (including prices, and "closing dates") will be confirmed by the Entries Secretary according to the [schedule](#).

### 5.2.4. WRE

If the event may be granted WRE status for days 1, 2 and 3. The Entry System must collect IOF Eventor identification numbers for elite competitors for each day.

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### 5.2.5. Bib numbers

The Entry System must assign bib numbers to all Foot O entrants and those required in TrailO. All competitors will have the same bib number on days 1, 2 and 3, except for elite runners who must be assigned new bib numbers for day 3.

Bib numbers (apart from elite day 3) must be assigned by when start times are published according to the [schedule](#). They must be included in the entry data, which is available for export by the Entries Secretary (e.g. for printing competitor bibs).

Bib numbers for elites on day 3 must be assigned by when elite day 3 start times are published on the evening prior to the competition according to the [schedule](#).

## 5.3. Relay Day

### 5.3.1. Classes and courses

The allowed classes are expected to be as defined in the British Orienteering rules for the JK relay competition. The precise details will be confirmed by the Entries Secretary according to the [schedule](#).

### 5.3.2. Lap/gaffle allocation

The Entry System must deal with team allocations across gaffled courses. Please indicate how your system does this.

### 5.3.3. Map Labels

The Entry System must allow the production of map labels, showing the relay team number, lap, team name and course. This data must be available in electronic format and/or labels can be produced ready for use.

### 5.3.4. Team declaration

The Entry System must require the team captain to supply the club (each British Orienteering club has a membership number), entrant's contact details, team name, and class at the point of entry.

The Entry System must subsequently allow the team captain to add the following information for the individual runners:

- Name
- British Orienteering number
- Electronic punching card number
- Age class
- Running order
- Confirmation whether the team is declared competitive.

Such team declarations must be allowed up to a declared cut off time (expected to be during the weekend of the event).

### 5.3.5. Team numbers

The Entry System must assign team numbers to all relay teams, according to the [schedule](#). They must be included in the entry data, which is available for export by the Entries Secretary (e.g. for printing competitor bibs).

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## 6. Start Time Allocation Service

### 6.1. Introduction

The Start Time Allocation Service is required for the three foot O competitions listed [here](#). It is not required for the Trail O or relay competitions.

### 6.2. Start time preferences

The Entry System must offer competitors the following start time preferences:

- Start block for each competition from:
  - Very Early
  - Early
  - Middle
  - Late
  - Very Late.
- Start time near another specified competitor
- Split starts for two parents or carers on an entry. Note: Open starts are not allowed, so each split start must have an allocated start time - one in the early/very early block and one in the late/very late block.
- Helpers must also be given a start time.

### 6.3. Start time allocation

The Start Time Allocation Service must allocate start times according to

- Competitor start time preferences
- IOF rules for M/W21E classes
- British Orienteering rules for seeding in other competitive L and A classes
- British Orienteering rules for start time allocation

The allocation of start times should allow for the inclusion of a number of "spare" or unallocated slots.

Start Time Allocation can be started according to the [schedule](#) (a short while after the final closing date, to allow for any very late changes). Start time allocation must be completed, and start times posted on the Entry System Provider's website by the date indicated [here](#).

### 6.4. Elite day 3 start times

Elite start times and bib numbers for day 3 must be based in accordance to the [rules](#). Elite start times and bib numbers must be posted on the Entry System Provider's website according to the [schedule](#).

The Start Time Allocation Service - it is essential that the provider is able to send an email and desirable that can send an SMS message to each elite runner (or the person responsible for their entry) with their day 3 start time. Please indicate if you can offer this service and any associated cost.

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## 7. Results Service

### 7.1. Introduction

The Results Service is required for the three Foot O events and the relay event listed [here and the Trail O competitions](#). It is not required for any other events such as string course, maze O, etc.

In summary, the Results Service must provide:

- Computer / electronic facilities for download of competitor Electronic punching card number, including splits printouts for competitors.
- Manpower and computer / electronic facilities for handling download queries/problems, and any required manual changes to results.
- Any required networking, database, and other equipment.
- Local WiFi for live results, including all required computing equipment.
- Results live streamed to the public internet during the competition (if mobile data connectivity in the arena allows).
- Website hosting facilities for results.
- Sufficient generator and/or battery power for all computing/electronic equipment involved in the Results Service.

The event organisation will provide the following:

- Manpower for download stations.
- Manpower for putting up printed start lists and results in the arena.
- Tent or room, tables, and chairs.
- Point of contact between the Results Service personnel and the event organisation.
- Handling formal Complaints or Protests, including assembling/invoking a jury if required.

### 7.2. Entry data

The service provider is responsible for transferring entry data from the Entry System to the Results Service.

The Results Service must allow very late changes to entry details during the weekend, as permitted by the Event Organiser. Examples include changes to Electronic punching card number, and changes to class (subject to map and start time availability). Please indicate how you prefer such changes to be managed. Please indicate your preferred approach to handling such changes (i.e. your "interface" to the event enquiries team).

The Results Service must allow entry on the day for non-competitive classes (foot O days 1-3). Please indicate your preferred approach to handling such entries (i.e. your "interface" to the on the day registration team).

### 7.3. Download

The Results Service must provide sufficient download stations without undue queues building up. The expected load can be calculated from:

- Individual days: 2500 to 3000 competitors across a 4 hour start interval (slightly fewer competitors but slightly shorter start window for sprint).
- Relay day: 500 to 600 teams (1,500 to 1,800 competitors) spread across 1.5 hours of mass starts.

The Results Service must provide splits printouts for all competitors.

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### 7.4. Workforce Resourcing

The Results Service must provide staffing to cover any download queries, liaison with the event organisers, and any issues that may arise with the Results Service. Please indicate how many staff you expect to provide.

Please indicate how many download stations you propose for each day (so the event organisers can determine how many volunteers are required to man download stations).

Any Complaints or Protests should be (re)directed towards the Event Organiser and will be handled according to relevant IOF and/or British Orienteering rules.

### 7.5. Relays

Team captains are issued the team's bibs, and all maps are printed with a label to match the map to bib (see section [here](#) for provision of data to support this).

The Results Service must support checking bibs match electronic punch cards at the map issue tent. At peak times this will be 600 competitors per hour (one every 6 seconds). Competitors who do not match go straight to a support team who adjusts the entry in the competition database.

Competitors then proceed to collect maps, clear and check electronic punching card number, etc. - this is not staffed by the Results Service.

On download, all data should match. If it does not, a final adjustment will be made by the download team.

### 7.6. Commentary

The Result Service must provide a live results stream to the commentary team as soon as they are downloaded. Please define the data output format available to commentary, for compatibility checking, and the list of commentary systems and commentary providers you have worked with in the past.

Specifically, the Results System must provide:

- Start list and start draw data.
- Runner biography information provided by the commentary team.
- Accurate start and finish data provided by the Results System.
- Data from multiple radio or cable links from controls in a format compatible with commentary software e.g. "SI Autosend" format and determine the competitor's race position at this control.
- Changes in Electronic punching card number, start or personal information data provided by the organisation during the event should this need arise.
- Removal or flagging disqualified or retired data from the system when this information is provided by the results system.
- Highly configurable displays for use by the commentary team.
  - The displays must include output both for specific classes and specific radio controls.
  - Critical or important information must be "highlightable" both audibly and visually.
  - Displays must provide quick access to biography information of the runners involved.

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- Split times and positions must be available at all relevant points.
- Determine when a competitor is expected or late at a radio control based on historical accumulated event race data.
- Regular and automatic output of the formats described above for continuous publication and data transfers.
- Live internet feed of the splits information received from the radio controls and provisional finish information.

### 7.7. Results publication

#### 7.7.1. Entry lists

If required, the Results Service must provide printouts of the entry lists each day for posting on notice boards in the arena.

#### 7.7.2. Periodic results printouts

If required, the Results Service must provide printouts of all that day's results at least every 30 minutes, that can be put up on noticeboards and on any screens.

The Results Service must provide printouts of the prize winners in time for the prize giving:

- Day 1 - All classes (sprint results)
- Day 2 - Elite classes (middle results)
- Day 3 - All classes (combined middle+long results)
- Day 4 - All classes (relay results)

#### 7.7.3. Live results on mobile devices

The Results Service must provide live results to mobile devices in the arena each day. There are two ways this can be provided:

- Locally hosted website and users access via local WiFi.
- Upload to public internet, and users access via mobile data.

Please indicate your ability to provide either or both, and any additional requirements, and any additional costs.

For WiFi:

- Capacity must be provided for the expected number of users. Please indicate the number of WiFi connections you would propose providing, for an event the size of the JK.
- Please indicate the expected range of your WiFi service (i.e. how close to the WiFi access points - expected to be in the download tent - users must be to pick up signal).

For public internet:

- The extent of the mobile data coverage in the arenas will still need to be assessed. Please indicate any specific requirements you have (e.g. mobile service provider).

In both cases the Results Service:

- Must update results at least every 2 minutes (i.e. maximum 2 minutes from competitor download to result appearing).
- Must also show previous days results (and on day 4 the combined day 2+3 results).

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### **7.7.4. Live results on screens**

We are interested to receive a proposal to provide live results on large screens in the arena, to provide more up to date results than paper printouts, and to competitors who do not have mobile devices. Please indicate if your Results Service can provide this, including the provision of the screens, any additional requirements on the organisation (e.g. cover for the screens), access requirements, and any additional costs.

Please indicate how many screens you would propose providing, given the expected number of classes/courses and entrants, and suggested refresh rate, and how frequently a given an individual's result would come around.

### **7.7.5. Final results posting**

By 7pm on each competition day the Results Service must post that day's results at the following locations:

- a) Website hosted by the Results Service Provider, with a landing page that can be linked (in advance) from the JK event website.
- b) WinSplits
- c) Make available to the event organisers in a format compatible with Route Gadget (the event organisers will be responsible for putting the events on Route Gadget, using those results, and the map and course files).

When the results for a given day are declared final by the event organisers, the Results Service must post results at the following locations:

- d) British Orienteering results portal
- e) Eventor (for elites for WRE competitions)
- f) Make available to the event organisers an archive of the HTML pages for hosting on the British Orienteering website - this is to provide availability of the results in the event that the service provider hosting does not persist in future (and includes combined day 2 & 3 results and relay results which would not ordinarily appear on the British Orienteering results portal)

If required, the Results Service must provide printouts of the previous day's individual Foot O results for posting on notice boards in the arena on the subsequent days:

- Day 2 - display day 1 sprint results
- Day 3 - display day 2 middle results
- Day 4 - display combined day 2+3 results (no requirement to display just day 3 results)

Please indicate the capacity of your results website, and confirm it can cope with the demand expected to come from competitors and other interested parties browsing results particularly on the evenings of the races.

## **8. Redundancy**

Please indicate your ability to cope with unexpected failures and other problems, including (but not necessarily limited to):

- Illness of key Results Service staff
- Failure of download stations
- Catastrophic failure of the Results Service (e.g. failure of databases and other key systems, and ability to restore from backup)

**This section gives an overview of the details for a JK competition.**

### Key dates/times for the event

The key dates for the event are anticipated to be as follows. These dates will be confirmed with the service provider once selected.

- **Six Months prior to the event:** Final details for entries confirmed (classes/course, questions, prices, closing dates etc.).
- **Five months prior to the event:** Entries open.
- **Three months prior to the event:** First closing date (individual and relays).
- **2.5 months prior to the event:** Second closing date (individual and relays).
- **One month prior to the event:** Final closing date (individual).
- **Three weeks + one day before the event:** Final closing date (relays).
- **Three weeks prior to the event:** Start time allocation starts. This is deliberately a week after the individual closing date, for the inevitable special cases for very late entries and changes.
- **Two weeks prior to the event:** Start time allocation complete, and bib/team numbers available.
- **At the event.**
  - **Ready for prize giving each day:** Printout of prize winners from that day's competition (see [here](#)).
  - **7pm each day:** Results from that day's competition (and on day 3 the combined results for days 2+3) available on the website (see [here](#)).
  - **7pm on Saturday:** Start list and bib numbers available for elites on day 3 (see [here](#)).
  - **9am on Monday:** Deadline for Relay declaration.