

World Masters Games 2021 Kansai
Entry System Construction and
Maintenance/Administration Project

Procurement Specifications (draft)

July,2017

The Organizing Committee of the
Kansai World Masters Games 2021

Contents

| | |
|--|-----------|
| I Basic policy | 3 |
| I.1 Name of the project | 3 |
| I.2 Objective of the project | 3 |
| I.3 Performance period | 3 |
| I.4 Scope of procurement | 3 |
| I.5 Overview of the system | 4 |
| I.6 Schedule | 7 |
| II System function requirements | 8 |
| II.1 Entry for the Games | 8 |
| II.2 Entry for sports | 9 |
| II.3 Volunteer entry support | 9 |
| II.4 My page | 9 |
| II.5 Community page | 10 |
| II.6 Payment management | 10 |
| II.7 Publication of forms, etc. | 11 |
| II.8 Administration and management | 11 |
| II.9 Registration for the Games | 12 |
| II.10 Registration for sports | 13 |
| II.11 Other | 14 |
| III Nonfunctional requirements of the system | 14 |
| III.1 Information center | 14 |
| III.2 Network | 15 |
| III.3 System configuration | 15 |
| III.4 Devices | 16 |
| III.5 Web accessibility | 16 |
| III.6 Security measures | 17 |
| IV Administration support | 17 |
| IV.1 Test for operation check | 17 |
| IV.2 Arrangements for system maintenance and operation support | 18 |
| IV.3 Training | 18 |
| IV.4 Administration support during the Games | 19 |
| V Delivery | 19 |
| VI Matters to note | 20 |
| VI.1 Subcontracting | 20 |
| VI.2 Environment for constructing the system | 21 |
| VI.3 Warranty against defects | 21 |
| VI.4 Intellectual property rights | 21 |

| | |
|---|----|
| VI.5 Confidentiality | 22 |
| VI.6 Personal information..... | 22 |
| VI.7 Handling of personal information after completion of this project..... | 22 |
| VI.8 Miscellaneous..... | 22 |

I Basic policy

I.1 Name of the project

The project shall be named “World Masters Games 2021 Kansai Entry System Construction and Maintenance/Administration Project” (hereinafter referred to as “the project”).

I.2 Objective of the project

The project shall involve creating forms for accepting entries from participants, etc. and securely managing the entry data of participants for the World Masters Games 2021 Kansai (hereinafter referred to as “the Games”) to be held in 2021 for the first time in Asia. The objective shall be to construct a system for assisting the smooth operation of the Games, such as creating ID cards based on the entry data when registering participants during the Games.

I.3 Performance period

The performance period of the project shall be from the date of concluding the contract to June 30, 2021.

I.4 Scope of procurement

The scope of procurement shall be developing a system that meets the requirements and providing the functions set forth in the specifications; setting up the data; conducting a test to check the operation under conditions equivalent to those during the Games; providing the system operation environment; and procuring, delivering, installing, and checking the operation of the equipment required for registration during the Games. Specifically, the scope shall include the following:

- (1) Project management
 - Formulating a project management plan
 - Formulating a progress management table
- (2) System development (program design [including customization of the existing system], production, unit test)
 - Entry system (the Games, sports, volunteers)
 - Community system
 - Secretariat system
 - Local registration system
 - Hardware/software design, network design
- (3) Joint test and integration test
- (4) Data initialization
- (5) Creation of administration operation manual and instruction manual
- (6) Training for system operators
- (7) System maintenance and operation support

(8) Administrative support during the Games (e.g., procurement, delivery, installation, and operation check of the registration equipment)

(9) Incidental work for (1)–(8) above

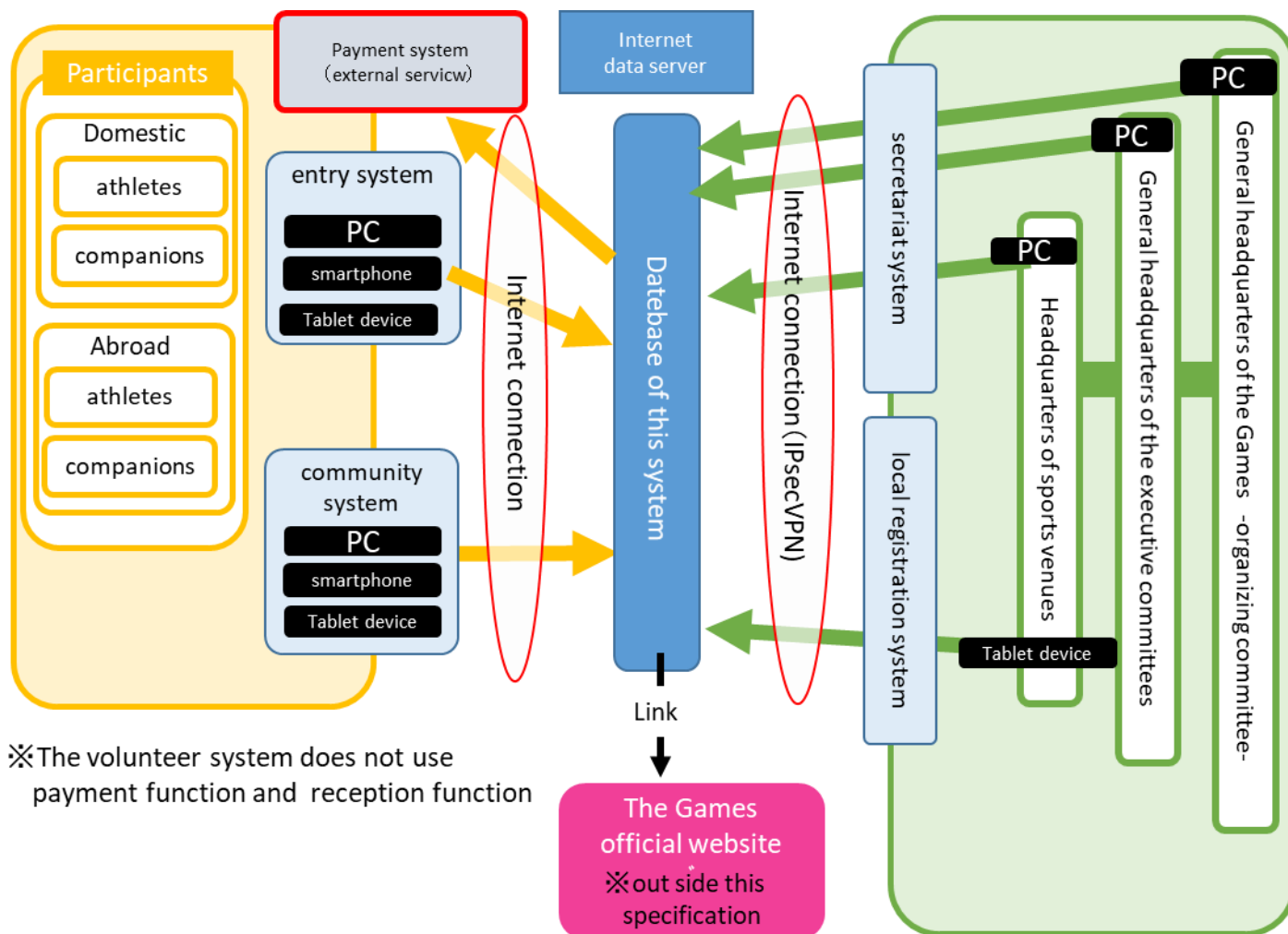
I.5 Overview of the system

(1) Schematic diagram of the system

This system shall consist of the entry system, community system, secretariat system, and local registration system. The services shall be provided on the cloud platform of an Internet data center administered by a private business. The system shall be accessed by Internet connection or IPsecVPN.

Participants from within and outside Japan shall be able to access the system using a PC, smartphone, or tablet device to apply to participate in the Games and obtain information. (The system shall be accessible by multiple users at the same time.)

During the Games, participants shall be registered at sports venues, etc. in eight prefectures (refer to p.24).



Each system shall include the functions as listed below. The systems shall be classified based on the table below.

The requirements for respective functions are provided in Section II (System function requirements).

| No. | Category | System name | Function |
|-----|--|---------------------------|----------------------------------|
| 1 | Front system (for visitors/participants) | Entry system | Entry for the Games |
| 2 | | | Entry for sports |
| 3 | | | Volunteer entry support |
| 4 | | Community system | My page |
| 5 | | | Community page |
| 6 | Back system (for the administrator) | Secretariat system | Payment management |
| 7 | | | Publication of forms, etc. |
| 8 | | | Administration and management |
| 9 | | Local registration system | Registration for the Games |
| 10 | Registration for sports | | |

(2) Target sports

The 32 sports and 55 events to be managed by the system are as listed in the table below (the number of disciplines and sports for persons with disabilities are to be determined).

| No | Sports | Disciplines |
|----|---------------|--|
| 1 | Archery | Target Archery |
| 2 | Athletics | Track&Field/Racewalking/10kmRoadRace/Half Marathon,Relay road race |
| 3 | Badminton | |
| 4 | Basketball | |
| 5 | Canoe | Marathon/Slalom/Sprint/Dragon Boat |
| 6 | Cycling | Mountain Bike/Track/Road Race/BMX |
| 7 | Hockey | |
| 8 | Football | Football/Futsal |
| 9 | Orienteering | Long/Sprint |
| 10 | Rowing | |
| 11 | Shooting | Rifle/Clay |
| 12 | Softball | |
| 13 | Squash | |
| 14 | Table Tennis | |
| 15 | Triathlon | Triathlon/Duathlon/Aquathlon |
| 16 | Weightlifting | |
| 17 | Baseball | Baseball/Rubber Baseball |
| 18 | Bowling | |

| | | |
|----|--------------|---|
| 19 | Dance Sports | |
| 20 | Golf | |
| 21 | Handball | |
| 22 | Judo | |
| 23 | karate | |
| 24 | Rugby | |
| 25 | Sailing | Laser ・ Laser Radial /Windsurfing |
| 26 | Swimming | Pool/Diving/Water Polo/Synchronized Swimming/Open Water |
| 27 | tennis | Tennis/Soft tennis |
| 28 | Tug of War | |
| 29 | Volleyball | Volleyball/Beach Volleyball |
| 30 | Taekwondo | |
| 31 | Ground Golf | |
| 32 | Gateball | |

(3) Expected system users

The expected users of the systems are as listed in the table below.

| No. | Category | Expected number | Remarks |
|-----|--|-----------------|--|
| 1 | Participants from within and outside Japan | 50,000 | ID cards will be issued. |
| 2 | Companions from within and outside Japan | 5,000 | ID cards will be issued. |
| 3 | Volunteers | 10,000 | Management of the register only |
| 4 | General headquarters of the Games | 40 | Users have the authority to operate the system and view the information of all entrants. |
| 5 | General headquarters of the executive committees | 250 | Users can view information of some entrants. |
| 6 | Headquarters of sports venues | 1,000 | Users can view information of some entrants. |
| 7 | Visitors who obtain information about the Games | 100,000 | Users can view only the information on the published website. |

(4) Multilingual descriptions

Multilingual descriptions shall be provided for respective functions as shown in the table below.

| No. | Function | Language |
|-----|----------|----------|
|-----|----------|----------|

| No. | Function | Language |
|-----|-------------------------------|--|
| 1 | Entry for the Games | Japanese, English, Chinese (traditional/simplified) |
| 2 | Entry for sports | Japanese, English, Chinese (traditional/simplified) |
| 3 | Volunteer entry support | Japanese |
| 4 | My page | Japanese, English, Chinese (traditional/simplified) |
| 5 | Community page | Japanese and English |
| 6 | Payment management | Japanese |
| 7 | Publication of forms, etc. | Japanese |
| 8 | Administration and management | Japanese |
| 9 | Registration for the Games | Japanese |
| 10 | Registration for sports | Japanese |

(5) Devices for using the functions

The devices that may be used for the functions are as listed in the table below.

| No. | Function | Device |
|-----|-------------------------------|-------------------------------|
| 1 | Entry for the Games | PCs, tablets, and smartphones |
| 2 | Entry for sports | PCs, tablets, and smartphones |
| 3 | Volunteer entry support | PCs, tablets, and smartphones |
| 4 | My page | PCs, tablets, and smartphones |
| 5 | Community page | PCs, tablets, and smartphones |
| 6 | Payment management | PCs |
| 7 | Publication of forms, etc. | PCs |
| 8 | Administration and management | PCs and tablets |
| 9 | Registration for the Games | PCs and tablets |
| 10 | Registration for sports | PCs and tablets |

(6) Registration capacity settings

The method of registering participants is to be determined, but the system shall be designed to enable the following settings to be made:

- Set the registration capacity for athletes from within and outside Japan for respective sports and events
- Create a waiting list if the registration capacity for athletes is full for respective sports
- Choose users on the waiting list by lottery

I.6 Schedule

The contractor shall present a schedule (draft) of the system construction and test for checking operation during the performance period, and shall obtain approval from the

secretariat. The contractor shall also propose a schedule for ensuring safe and smooth operation during the period when the data center is used. The plan below shall be referenced when creating the schedule; sufficient allowance shall be provided in the work processes to ensure that the system operates properly.

Entry period (participants): February 2020–February 2021

Entry period (companions): February 2020–April 2021

Entry period (volunteers): February 2020–February 2021

Games period: May 15–30, 2021

Games registration period: May 12–30, 2021

Opening ceremony: May 14, 2021

Closing ceremony: May 30, 2021

Helpdesk service: January 2020–June 2021

(By email: January 2020–June 2021
By phone: March–May 2021)

II System function requirements

The front system, which is viewed by many users, shall use the same design as that of the Games official website which is administered separately by the organizing committee so that visitors do not feel suspicious. A user-friendly system shall be constructed so that users can use the system easily regardless of age, gender, nationality, disability, etc. The same shall apply when customizing the existing system. The contractor shall endeavor to design a user-friendly back system so that personnel with little expertise can operate the system easily.

The provisional function requirements shall be as follows.

II.1 Entry for the Games

This function shall be designed to register entries of athletes and companions. (Reference: About 50,000 athletes and 5,000 companions are expected to register for the Games.) A user number, My page ID (which may be used in combination with the user number), and password shall be issued, and My page shall be assigned to all the registered users. (For details of My page, refer to Section II.4 [My page].)

The registration items shall include the name, sex, date of birth, nationality, address, telephone number, email address, facial photo, and emergency contact information. (The registered facial photo shall be used for the ID card when registering for the Games.) The function shall be designed to handle uploaded files (e.g., images, PDF files).

The data registered for entering the Games shall be designed to be linked with other functions to administer the Games. Instructions given by the organizing committee or

personnel authorized by the organizing committee shall be followed.

II.2 Entry for sports

This function shall be designed to register entries for 32 sports and 55 events (including individuals and teams). The number of disciplines and sports/events for persons with disabilities are to be determined. The entry items shall be built into the system based on the sports guidelines. (Reference: The first draft of the sports guidelines will be completed in the latter half of 2017.) The input items shall be designed to handle uploaded files (e.g., images, PDF files). Athletes shall select sports/events and make a payment. (Additional fees may be incurred depending on the sports/events.) For team sports, two options shall be available: (1) payment by respective athletes and (2) lump-sum payment by the team representative. Athletes shall be entitled to register for multiple sports during the entry period.

The data registered for entering for sports shall be designed to be linked to other functions to administer the Games and sports. Instructions given by the organizing committee or personnel authorized by the organizing committee shall be followed.

II.3 Volunteer entry support

This function shall be designed to support volunteer registration. (The system is expected to be used by about 10,000 users.)

A My page ID (which may be used in combination with the user number) and password shall be issued, and My page shall be assigned to registered users. (The system shall not be used for registration [e.g., payment, issuance of ID cards] during the Games.)

The registration items shall include the name, sex, date of birth, nationality, address, telephone number, email address, emergency contact information, and assigned location. The registration items shall be designed to handle uploaded files (e.g., images, PDF files).

II.4 My page

The table below lists the six required functions for My page. The contractor shall propose other functions that are considered to be useful.

| No. | Function | Details |
|------------|---------------------------|---|
| 1 | Check the entry status | Users can check their own status or the status of team members in the case of team sports. |
| 2 | Indicate the QR code | A QR code is indicated for users' entry data (The code is used for registration, etc.) |
| 3 | Check the payment history | |
| 4 | Issue a receipt | Receipts are issued in PDF format. |
| 5 | Change the user data | The user data can be partly changed. The password can be changed and reissued. (A function to reissue passwords |

| No. | Function | Details |
|-----|--------------------|---|
| | | must be included for users who forget their passwords.) |
| 6 | Give notifications | Various information of the Games (e.g., fixtures, record/result updates in sports) is notified. (The function must be designed to be extendable for ensuring linkage with other applications, etc.) |

* For the My page functions for registered volunteers, Nos. 5 and 6 above are expected to apply.

II.5 Community page

This function shall allow users to search for team members and teams in team sports, etc. The contractor shall propose a relatively simple function that enables users (to whom My page is assigned) to freely post and view information and smoothly communicate with other users. (The organizing committee and contractor are not required to constantly monitor the function. If users commit a violation, etc., the contractor shall consult with the organizing committee and take action such as deletion.)

The function shall be designed to be extendable so that it can serve as a public relations tool of the Games and be linked with the community page, existing SNSs, and unique functions of the Games in the future. If necessary, the contractor shall consult with the organizing committee or personnel authorized by the organizing committee to make decisions.

II.6 Payment management

Participation fees (which are planned to be determined in September 2019) shall be set for the function. The function shall also be designed to cope with changes to fees depending on the characteristics of sports/events and options added by participants. The possibility of allowing participants in the Games to cancel their entries is being reviewed; the function shall be designed to handle such cancellations. (When participants cancel their entries, the function shall coordinate the data with respective entry functions.)

The payment methods are listed in the table below. The function shall be designed to reliably link payers with participants.

| No. | Category of participants | Payment methods |
|-----|---------------------------------|---|
| 1 | Participants from within Japan | Credit card, payment at convenience stores, bank/online bank transfer (EDI or virtual accounts), Pay-easy, PayPal |
| 2 | Participants from outside Japan | Credit card, UnionPay, Pay-easy, PayPal |

For payment for team sports, two options shall be available: (1) payment by respective athletes and (2) lump-sum payment by the team representative. The payment processing shall be designed to be linked with the system of the payment agent (specified by the

organizing committee). In selecting the system of the payment agent, consult with the organizing committee and obtain approval. The payment screen page shall be displayed in Japanese, English, and Chinese (traditional/simplified). The following five types of credit card shall be accepted:

VISA, Master Card, JCB, American Express, Diners Club

II.7 Publication of forms, etc.

Respective executive committees shall operate the pages (CMS) of the Games official website (different from the system) and upload the forms* (or URLs of links). The forms shall be published after approval by the organizing committee. After forms are published, entrants shall be notified of updates via email and My page (in the system).

Thus, the system shall be linked with the Games official website. The organizing committee, the Games official website design company, and the contractor of this project shall construct the system based on consultations.

* Forms: Sports-related documents, fixtures, records/results, etc.

II.8 Administration and management

In the specifications, this function shall be classified as shown in the table below. The contractor shall propose other functions that are considered to be useful for the operation. The contractor shall also add new functions based on consultations with the organizing committee.

| No. | Function | Overview | Details | Organization having authority for operation |
|------------|---------------------|---|--|--|
| 1 | Entry for the Games | Check the status of entry (manage accounts) | <ul style="list-style-type: none"> ▪ The entry status of participants can be checked. (This does not apply to payment-related information.) ▪ Participants can be searched by condition. ▪ Data can be output as a list or individually. (The list can be sorted by condition. What can output the PDF form that fixed the layout with a ruled line.) ▪ The registration data of participants can be changed or deleted. | Organizing committee |
| 2 | Entry for sports | Grant the authority for operation | <ul style="list-style-type: none"> ▪ IDs and passwords can be issued to system users (personnel of the organizing committee and executive committees, | Organizing committee |

| | | | | |
|---|-------------------------|---|--|--|
| | | | and other personnel authorized by the committees), and operation authority can be granted. | |
| 3 | | Check the sports entry status | <ul style="list-style-type: none"> ▪ Information about entrants can be viewed on the sports page (based on the granted authority). (Payment-related information cannot be viewed.) ▪ The sports entry status can be checked and the data can be output as a list or individually. (The list can be sorted by condition. What can output the PDF form that fixed the layout with a ruled line.) ▪ Team members can be changed for team sports. | Organizing committee Executive committees Municipalities which serve as venues |
| 4 | Volunteer entry support | Check the status of registered volunteers | <ul style="list-style-type: none"> ▪ Information about registered volunteers can be viewed. ▪ The status of registered volunteers can be checked and information can be output as a list or individually. (The list can be sorted by condition. What can output the PDF form that fixed the layout with a ruled line.) ▪ The registration data of participants can be changed or deleted. | Organizing committee Executive committees |
| 5 | My page | Distribute notifications | <ul style="list-style-type: none"> ▪ Email magazines and notifications can be distributed to selected targets. | Organizing committee |
| 6 | Community page | Ensure management | <ul style="list-style-type: none"> ▪ Information posted on threads, etc. can be modified or deleted. | Organizing committee |
| 7 | Other | Manage master data | <ul style="list-style-type: none"> ▪ Various master data can be registered, changed, or deleted. | Organizing committee |

II. 9 Registration for the Games

This function shall be designed to be linked with entrants' information to ensure smooth registration during the Games. ID cards shall be immediately issued to all participants and companions at the registration venues specified by the organizing committee. (The system shall be designed to check attendance and create ID cards with a facial photo.) A network shall be established to share the registration information of all participants of the Games using exclusive PCs which will be set up at respective venues. The model workflow shall be as described below for reference. The organizing committee and the contractor shall

determine the best possible registration method based on consultations.

In the previous Games in Auckland, the entire registration process took about one to two minutes per person. Thus, registration at the Games shall be processed in a similar time.

Reference: Registration workflow and ID card specifications at the Games in Auckland
Participants submitted a printout and showed their QR code on My page at the reception desk. The QR code was scanned for personal identification and registration. A sticker (black and white, with a facial photo) showing personal identification information was then printed using a sticker/label printer. The sticker was then stuck to a plastic card (14.5 cm × 10 cm) prepared in advance.

【Workflow】

(1) Ensure personal identification

Participants shall be required to submit personal identification documents and a QR code (shown on My page or a printout). The search function shall enable ID cards to be issued in the event of irregularities (e.g., participants who forget to bring a printout of the QR code or forgot their password).

(2) Create an ID card

The QR code presented by participants shall be scanned to issue an ID card immediately. (The information to be printed is subject to change.) The specifications of the ID card are to be determined, but no IC chips, etc. shall be required. The process may be undertaken by a subcontractor which creates ID cards. The ink of the ID card and various expendable items shall be borne by contractor

(3) Deliver an ID card and participant kit

- The function shall be designed to reissue ID cards in case of loss.
- The history of issuing the ID card (e.g., time and venue of issuance) shall be added to the participants' information.

(4) Other

- The system shall be designed to print out the participants for respective sports and venues. (The details of the output forms shall be determined based on consultations with the organizing committee.)
- IDs and passwords shall be issued to the operation staff, and security measures shall be implemented.
- Adequate security measures shall be implemented for the registration equipment.
- The contractor shall propose other functions which are considered to be useful.

II.10 Registration for sports

This function shall be linked with the simplified entry information (registration for the Games) to facilitate registration for sports at the sports venues.

The function shall be able to scan the QR code of participants and output information of

required items (e.g., basic entry information such as name, age, team name, and grade) to Excel or other applications installed in devices (e.g., PCs) prepared by respective executive committees, etc.

The above description is provisional, because the method of registering for sports differs depending on the respective sports/events. The specifications shall be reviewed in the future. (Some sports do not require registration using sports registration equipment.)

II.11 Other

(1) For entry input items, conditions shall be set and an error check function shall be provided as necessary (e.g., to prevent a participant who inputs "male" for their sex from registering for an event for women).

(2) Administration of the helpdesk shall be out of the scope of the specifications. However, the contractor shall be required to construct the system in collaboration with the helpdesk administration company which will be separately contracted by the organizing committee. During the period when the helpdesk opens, the contractor shall respond to inquiries from users about the system in collaboration with the helpdesk administration company as appropriate. The hours shall be the same as the hours when the helpdesk is open.

(3) The contractor shall propose concretely useful functions such as tourist information, an accommodation, and linkage with other services.

(4) The system is likely to be used for entering demonstration sports administered by executive committees (instead of the organizing committee). Thus, the system shall be extendable and customizable at low cost. Such contract shall be concluded with relevant executive committees.

(5) If there are inseparable components for implementing this project, this shall be stated in the planning proposal, and the cost shall be included in the bidding price of this project.

III Nonfunctional requirements of the system

III.1 Information center

The information center of the system shall be located in Japan, shall have an earthquake-proof and fireproof design, and shall provide an environment in which the information system can be operated in a stable manner. It shall be JIS Q 27001- or ISO/IEC 27001-certified, and reliable security measures shall be implemented to keep the personal data, etc. of participants in the Games secure against external intruders. The organizing committee shall be able to access the data recorded by security cameras in the server room and the access history upon request.

The contractor shall propose the period of use to the organizing committee in accordance with Section I.6 (Schedule) and obtain approval.

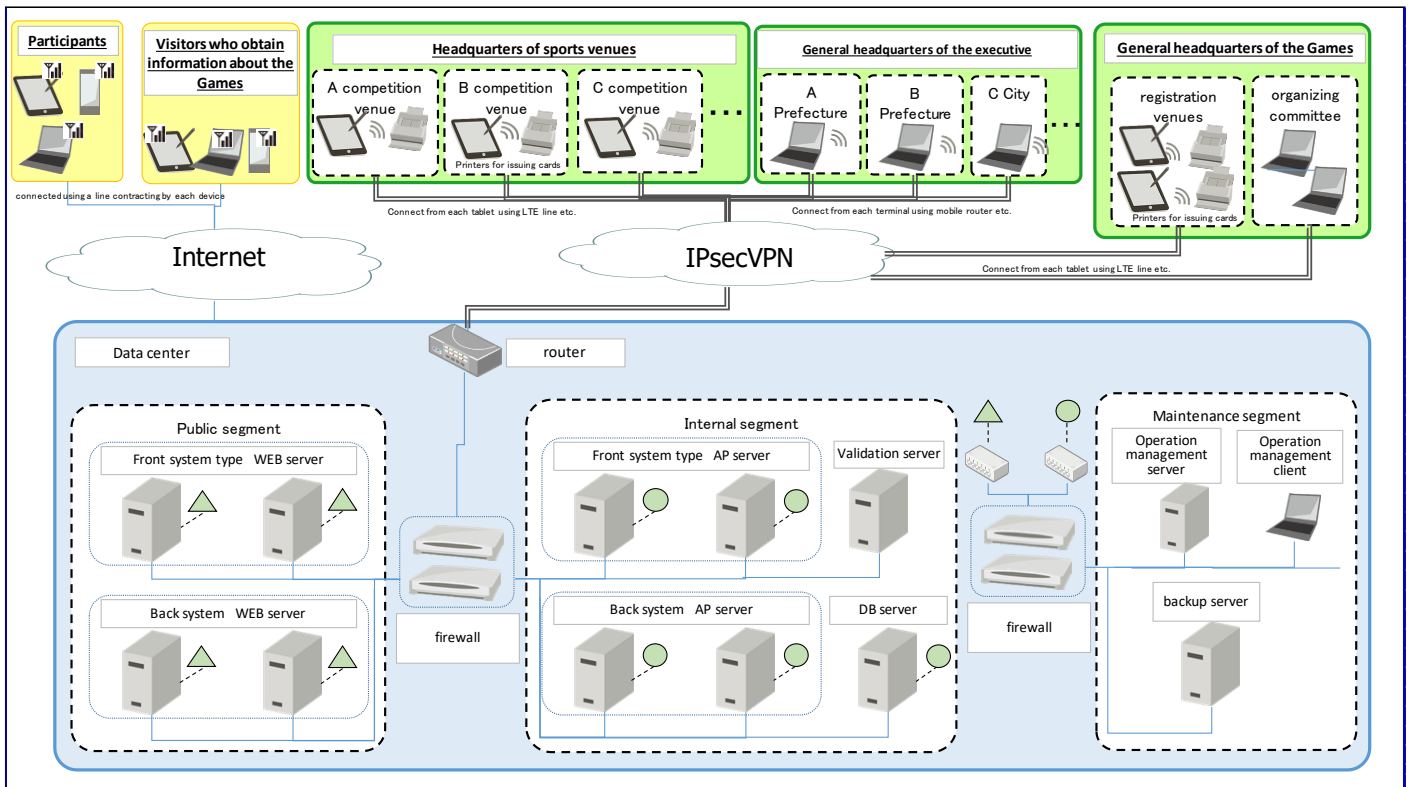
III.2 Network

The network requirements for this project shall be as shown in the table below. Regarding the use of communication lines, the telecommunications carriers may be specified separately by the organizing committee. Costs such as line use fee etc. are borne by the contractor.

| No. | Line type | Minimum line speed | Other |
|-----|--|--|------------------------|
| 1 | Internet line for the information center | 1 Gbps or more | |
| 2 | Line between the information center and the organizing committee | * Equivalent to the Internet line of respective executive committees | Connection by IPsecVPN |
| 3 | Line between the information center and executive committee | | |
| 4 | Line between the information center and devices at respective venues | * Equivalent to communication lines operated by respective carriers | |

III.3 System configuration

The diagram below shall be referenced for the system configuration. The network shall be constructed in accordance with the diagram.



III.4 Devices

(1) Types of devices, etc.

The supported OSs for the devices in the back system shall be as shown in the table below. The devices below shall meet the specifications to ensure smooth administration at respective headquarters and sports venues.

Corresponding to browsers more than at least one kind it is decided, when it is defective by other browser, discuss it separately, and cope.

| No. | Type of device | Supported OS | Supported browser |
|-----|----------------|------------------|----------------------------|
| 1 | PC | Windows 7, 8, 10 | Internet Explorer 11, Edge |
| 2 | Tablet | Android 5, 6, 7 | Chrome |

(2) Number of devices and installation locations

The number of devices expected to be used in this project for registration at the Games shall be as shown in the table below. These devices shall be delivered and installed at respective venues (refer to the List of venues for sports/events [plan] on p.24). The number of devices is subject to change. If the number changes, consultations shall be held separately. The devices may be procured in any manner (e.g., rental, purchase).

The device is equipped with anti-virus software, regularly update the virus pattern file.

| No. | Usage | Type of device | Number | Installation location |
|-----|----------------------------|----------------|--------------|---|
| 1 | Devices for administration | PC | 80 in total | Organizing committee, respective executive committees, respective sports venues |
| 2 | Devices for registration | PC or tablet | 200 in total | Respective sports venues |
| 3 | Printers for issuing cards | Printer | 200 in total | Respective sports venues |

* Devices for administration shall have a function for checking the Games registration data of all participants.

III.5 Web accessibility

The objective shall be to enable all users of the system to smoothly access and use the information and functions of the system regardless of their physical and mental condition or the usage environment.

(1) The goal shall be to attain Level AA of JIS X 8341-3:2016 which is recommended for public bodies in the Web Content Accessibility Guidelines (2016 version). If it is partly

difficult to attain this level, a decision shall be made based on consultations between the organizing committee and the contractor.

(2) The contractor shall conduct a test in accordance with JIS X 8341-3:2016 and the Test Guidelines for JIS X 8341-3:2016 published by the Web Accessibility Infrastructure Committee and check that the requirements for the applicable level are met before delivery.

III.6 Security measures

The contractor shall implement adequate security measures (e.g., measures against leakage and spillage, backup measures) based on the following points regarding handling of confidential information (including personal information related to entry for the Games) that the contractor may learn in the course of implementing this project. Measures against malicious website intrusion and falsification shall also be implemented.

(1) SSL encrypted communication shall be used for all pages in the system which handle personal information and confidential information.

(2) Appropriate measures shall be implemented in accordance with ISO/IEC 15408 (evaluation criteria for information security products and systems) and ISO/IEC 27001 (certification criteria for information security management systems) to prevent leakage of information obtained from participants, etc.

(3) Users (i.e., users to whom My page is assigned and back system operators) shall be able to set their own passwords and change passwords easily.

(4) Users shall be locked out after unsuccessful login attempts.

(5) The contractor shall frequently check for vulnerabilities of the operating systems, etc. When a security patch is released, the contractor shall promptly check the operation and apply the patch.

(6) When web applications are used, measures shall be implemented to prevent external intrusion and falsification of program data, etc.

(7) Backup measures shall be implemented to enable restoration in the event of equipment failure.

(8) Appropriate security measures shall be implemented for the registration equipment which is used during the Games.

IV Administration support

IV.1 Test for operation check

The contractor shall conduct a test for checking the operation of respective functions to ensure trouble-free and smooth administration during the entry period and the Games period. For the “Registration for the Games” and “Registration for sports” functions, a communication test shall be conducted on a day with similar conditions at the same locations as those during the Games. (It is not required to conduct the test on the same day at all the venues.) All costs incurred for the test shall be borne by the contractor.

IV.2 Arrangements for system maintenance and operation support

System maintenance

- (1) The contractor shall modify programs and release the system in the event of a system failure.
- (2) When the system version is upgraded, the contractor shall check the operation after the system is released.
- (3) If changes are made (e.g., revision of arrangements and regulations), the contractor shall promptly take action based on instructions given by the organizing committee.
- (4) The contractor shall maintain and improve the software to enhance the system function and add data based on instructions given by the organizing committee. If major modification is required as part of maintenance, the contractor shall separately consult with the organizing committee to make decisions.
- (5) When the system is suspended for maintenance, etc., the contractor shall consult with the organizing committee to determine the frequency and time.

Arrangements for operation support

- (1) During the entry period, the contractor shall respond to inquiries from users about the system in collaboration with the helpdesk administration company (which will be separately contracted by the organizing committee) as appropriate. The hours shall be the same as the hours when the helpdesk is open.
- (2) As part of the administration support for the “Community page” function, if the contractor receives a notification about a violation from users or the organizing committee, etc., the contractor shall check the details and take action (e.g., deletion).
- (3) The contractor shall set up an information desk to ensure centralized management of inquiries from the organizing committee by telephone and email, and shall respond to such inquiries quickly. In the event of system failure or emergency, etc., the contractor shall also respond to inquiries from personnel other than the organizing committee (personnel of executive committees and municipalities which serve as venues and personnel authorized by the organizing committee). If the contractor receives such inquiries, the contractor shall inform the organizing committee of such inquiries afterwards.
- (4) The contractor shall submit to the organizing committee: (1) a list of actions to be taken (e.g., lead time to start the restoration work [including at night] and time required for restoration) in the event of system failure or emergency, etc. and (2) a support organization chart during the entry period, and shall obtain approval from the organizing committee.

IV.3 Training

Training on system operation shall be provided based on the table below. The contractor shall prepare a training manual for the operation training. The organizing committee shall

arrange equipment, materials, and a venue for the operation training sessions.

Note that the table below is a draft plan. The contractor shall provide training based on consultations with other contractors specified by the organizing committee.

System training plan (draft)

| | | |
|---|---------------------|--|
| 1 | Training name | Operation training for system operators |
| 2 | Target | System operators (personnel of the organizing committee and executive committees, etc.) (about 150 persons) |
| 3 | Details of training | Overview of the system (e.g., explanation of entry operation by participants, administration operation by the secretariat, registration system operation during the Games) |
| 4 | Number of sessions | 5 (about half a day) 30 persons per session |
| 5 | Remarks | The contractor shall respond to questions regarding the system from trainees (e.g., personnel of the organizing committee and executive committees), etc. as appropriate. |

IV.4 Administration support during the Games

Leading up to the Games, the contractor shall procure the required quantities of registration equipment and other relevant equipment, etc. based on instructions given by the organizing committee or other contractors instructed by the organizing committee, and shall deliver, install, and check the operation of such equipment at respective venues.

During the Games period, the contractor shall make arrangements so that its personnel can be dispatched to the headquarters of the organizing committee, headquarters of respective executive committees, and respective sports venues within 30 minutes after the contractor is informed of a problem, etc.

During the Games period, the contractor shall station its staff at the headquarters of the organizing committee to respond to irregularities and inquiries related to the system. (The location at which such staff will be stationed shall be determined based on consultations between the organizing committee and the contractor.) For details, the contractor shall follow instructions given by the organizing committee or other contractors instructed by the organizing committee.

The contractor shall submit to the organizing committee: (1) a list of actions to be taken (e.g., lead time to start the restoration work [including at night] and time required for restoration) in the event of system failure or emergency, etc. and (2) a support organization chart during the Games period, and shall obtain approval from the organizing committee.

V Delivery

(1) The contractor shall complete the development of the system (including the operation workshop) and set up the system equipment for the Games. (The setup shall be completed well in advance so that the administration of the Games will not be affected.) The specific delivery deadline shall be determined based on consultations between the organizing committee and the contractor.

(2) Various documents shall be delivered as appropriate depending on the construction stage after the contract is concluded.

(3) In principle, the paper size shall be A4. For diagrams, A4 landscape or A3 (folded into A4 size) shall be acceptable.

(4) CD-ROM, etc. shall be used as electronic media. The document data shall be recorded in a format compatible with Microsoft Office 2007 or later and PDF format. If the contractor uses special tools for creating data, the contractor shall deliver a set of tools (license and installation media) for viewing such data.

(5) The deadlines for various deliverables shall be determined based on consultations between the organizing committee and the contractor taking into account the overall schedule.

(6) The deliverables shall consist of the following:

- ① Project report One copy
- ② Project plan One copy
- ③ Project management progress report One copy
- ④ Basic design specifications for the system Five copies
- ⑤ Detailed design specifications for the system Five copies
- ⑥ Entry system Operating manual Five copies
- ⑦ Community system Operating manual Five copies
- ⑧ Secretariat system Operating manual Five copies
- ⑨ Local registration system Operating manual Five copies
- ⑩ Entry system(Program source) Five copies
- ⑪ Community system (Program source) Five copies
- ⑫ Secretariat system(Program source) Five copies
- ⑬ Local registration system (Program source) Five copies
- ⑭ System operation demonstration plan and report One copy
- ⑮ Other documents and information collected through the project One copy

VI Matters to note

VI.1 Subcontracting

When the contractor subcontracts this project in whole or in part to a third party, the contractor shall submit a written notice regarding such subcontracting in advance, indicating the scope of the project to be subcontracted, subcontractor, reason for subcontracting,

arrangements for management, and other matters instructed by the organizing committee, and shall obtain approval from the organizing committee. When this project is subcontracted in whole or in part, the contractor shall assume ultimate responsibility.

VI.2 Environment for constructing the system

The policy for maintaining and improving the development environment required for system construction, etc. shall be as described below.

The contractor shall ensure information security throughout the system construction environment, and shall endeavor to prevent security incidents such as information leakage and loss, etc.

(1) Development environment

In principle, the contractor shall prepare the development environment required for constructing the system (e.g., hardware, software) in Japan at its own responsibility. Regarding the environment for the verification process, the equipment and network, etc. owned by the organizing committee shall be made available for verification based on consultations between the organizing committee and the contractor.

(2) Preparation of test data

In principle, the contractor shall prepare the test data required for constructing the system at its own responsibility.

VI.3 Warranty against defects

If the delivered system is suspected to have defects during the period set forth in the contract, the contractor shall promptly investigate the problem and submit a report when such investigation is deemed necessary by the organizing committee.

If the investigation results show that the delivered system has defects, etc., the contractor shall promptly modify the system at its responsibility and cost. The contractor shall obtain approval from the organizing committee regarding the modification method, etc. before modifying the system. The modification results shall be checked by the organizing committee.

VI.4 Intellectual property rights

(1) In principle, the copyright of the newly developed functions for this project (including the customized modules for the package) shall belong to both the organizing committee and the contractor. The contractor shall not exercise its moral rights of author. The same shall apply when such functions are developed by a subcontractor.

(2) All costs incurred for obtaining the software license (right to use) required for the system operation shall be included in this project.

(3) The software license (right to use) required for operating the system shall belong to the organizing committee after expiration of the contract period.

(4) The copyright of deliverables which the contractor owned before the contract is concluded (including existing deliverables modified for this project) shall belong to the contractor. In this case, the contractor shall grant the right to use the deliverables free of charge within the scope required by the organizing committee to use the system.

(5) The contractor shall not claim infringement of rights, and shall warrant that the subcontractor will not claim infringement of rights, against the organizing committee for operating the system based on the intellectual property rights held by the contractor.

(6) When the contractor uses third-party technologies which are subject to intellectual property rights (e.g., patent right, copyright), the contractor shall be solely responsible for the specifications. The contractor shall bear the cost for using such technologies.

VI.5 Confidentiality

Confidential information which the contractor learns in the process of this project (including personal information related to entry for the Games), information disclosed by the organizing committee, other information which the contractor learns related to the confidential information, and information created by the organizing committee shall not be used for purposes other than this project or be disclosed or leaked to a third party. The contractor shall implement necessary measures to keep such information confidential.

VI.6 Personal information

The right to the personal information collected from participants and companions, etc. for the Games shall belong to the International Masters Games Association (IMGA) after the Games. Such personal information shall be shared with public bodies (e.g., local governments) only when the organizing committee determines that such information is useful for the development of lifelong sports and regional revitalization in terms of culture and tourism after the Games. Such information shall be securely managed. The contractor shall not be entitled to use such information in any case.

VI.7 Handling of personal information after completion of this project

When this project contract expires, the contractor shall hand over personal information collected from participants, etc. to the organizing committee by the method separately specified by the organizing committee. After the handover, the contractor shall delete all such information.

VI.8 Miscellaneous

(1) Consultations related to this project shall be held in Japanese. Documents, etc. shall be created in Japanese.

(2) When implementing the project, the contractor shall properly hold consultations and ensure coordination with the organizing committee. The contractor shall follow instructions

given by the organizing committee as necessary. For matters not set forth in the procurement specifications, the contractor shall hold consultations with the organizing committee.

(3) The contract method (including the payment method) for this project shall be determined based on consultations between the organizing committee and the contractor as soon as the contractor is officially determined.

(4) If there is work which is not indicated in the specifications but is considered to be necessary for implementing this project, the contractor shall report to the organizing committee and shall perform the work at the contractor's responsibility and cost.

(5) If the contractor causes damage to existing buildings, facilities, equipment, etc. in the process of implementing this project, the contractor shall immediately report to the organizing committee and promptly repair the damage at the contractor's responsibility and cost.

List of venues for sports/events (plan)

| | Sports | Disciplines | Expected number of participants | Prefecture | City, Town | Venues | |
|---------------|---------------|-----------------------|---------------------------------|------------|--|--|--|
| Core | 1 | Archery | Target Archery | 200 | Tottori | Tottori City | Coca-Cola West Sports Park |
| | 2 | Athletics | Track & Field | 2,000 | Kyoto City | Kyoto City | Nishikyogoku Athletic Park |
| | | | Race walking | 150 | Kobe City | Kobe City | konan university |
| | | | 10 km Road Race | 900 | Shiga | Hikone City | Hikone City Marathon Course |
| | | | Half Marathon | 2,500 | Wakayama | Kamitonda Town | Kamitonda town office |
| | | | Relay road race | 600 | Wakayama | Tanabe City | Tanabe Sports Park |
| | 3 | Badminton | | 1,500 | Kyoto City | Kyoto City | Shimadzu Arena Kyoto |
| | 4 | Baseball | Baseball | 1,400 | Kobe City | Kobe City | Ajisai Stadium Kita-kobe |
| | | | Rubber Baseball | 1,100 | Shiga | Moriyama City, Higashiomi City | Moriyama Municipal Sports Park Baseball Field |
| | 5 | Basketball | | 2,000 | Kobe City | Kobe City | Green Arena Kobe |
| | 6 | Bowling | | 900 | Tokushima | Tokushima City, Ishii Town | Suehiro Bowl |
| | 7 | Canoe | Marathon | 600 | Kyoto | Kyotango City | Kumihama Bay Conoe Stadium |
| | | | Slalom | 300 | Tokushima | Naka Town | Naka Waziki Line surrounding facilities |
| | | | Sprint | 300 | Nara | Yosahino Town | Tsuburo Lake surrounding facilities |
| | | | Dragon Boat | 2,000 | Shiga | Otsu City | Biwako Motor Boat Racing Course |
| | 8 | Cycling | Mountain Bike | 600 | Kyoto | Wazuka Town | Yufune MTB Land |
| | | | Track | 500 | Tottori | Kurayoshi City | Kurayoshi cycling Stadium |
| | | | Road Race | 1,100 | Tottori | Kurayoshi City | |
| | | | BMX | 100 | Osaka | Kishiwada City | Cyclepia Kishiwada BMX Course |
| | 9 | Dance Sports | | 450 | Wakayama | Wakayama City | Wakayama Big-Wave |
| | 10 | Football | Football | 3,500 | Sakai City | Sakai City | J-Green Sakai |
| | | | Futsal | 2,500 | Sakai City | Sakai City | |
| | 11 | Golf | | 900 | Tokushima | Tokushima City, Naruto City, Awa City, Kamiyama Town | Tokushima Country Club |
| | 12 | Handball | | 640 | Kyoto | Kyotanabe City | Tanabe Central Gymnasium |
| | 13 | Hockey | | 600 | Shiga | Maibara City, Nagahama City | Ibuki Sports Ground |
| | 14 | Judo | | 500 | Tottori | Yonago City | Tottori Budokan |
| | 15 | Karate | | 450 | Kyoto City | Kyoto City | Kyoto Budo Center |
| | 16 | Orienteering | Long | 1,500 | Hyogo | Yabu City, Kamikawa Town, Kami Town | Shiawasenomura |
| | | | Sprint | 1,500 | Kobe City | Kobe City | |
| | 17 | Rowing | | 2,000 | Shiga | Otsu City | Biwako Rowing Center |
| | 18 | Rugby | | 900 | Osaka | Higashiosaka City | Higashi-osaka Hanazono Rugby Stadium |
| | 19 | Sailing | Laser -Laser Radial | 300 | Wakayama | Wakayama City | Wakayama Sailing Center |
| Windsurfing | | | 100 | Wakayama | Wakayama City | | |
| 20 | Shooting | Rifle | 434 | Wakayama | Kainan City | Wakayama Rifle Shooting Range | |
| | | Clay | 360 | Hyogo | (Okayama City) | Okayama Clay Shooting Range | |
| 21 | Softball | | 2,500 | Shiga | Kusatsu City, Moriyama City, Higashiomi City | Kusatsu Green Stadium | |
| 22 | Squash | | 540 | Kyoto City | Kyoto City | L-Sports Kyoto(3 courts) | |
| 23 | Swimming | Pool | 2,128 | Kobe City | Kobe City | Kobe Port-island Sports Center | |
| | | Diving | 100 | Hyogo | Kobe City | | |
| | | Water Polo | 270 | Hyogo | Amagasaki City | | |
| | | Synchronized Swimming | 180 | Hyogo | Amagasaki City | Amagasaki Sports Forest | |
| | | Open Water | 300 | Osaka | Sennan City | Tarui Southern Beach | |
| 24 | Table Tennis | | 1,700 | Kobe City | Kobe City | Green Arena Kobe | |
| 25 | Taekwondo | | 500 | Hyogo | Himeji City | Hyogo Budo Center | |
| 26 | Tennis | Tennis | 1,128 | Hyogo | Miki City, Kasai City | Bourbon Beans Dome | |
| | | Soft Tennis | 1,840 | Kyoto | Fukuchiyama City | Sandanike Park Tennis Court | |
| 27 | Triathlon | Triathlon | 1,250 | Tokushima | Minami Town | Minami town office | |
| | | Duathlon | 500 | Kyoto | Nantan City | Katsura River Side surrounding facilities | |
| | | Aquathlon | 350 | Tokushima | Minami Town | Minami town office | |
| 28 | Tug of War | | 600 | Nara | Katsuragi City | Katsuragi Gymnasium | |
| 29 | Volleyball | Volleyball | 1,600 | Wakayama | Wakayama City | Wakayama Big-whale | |
| | | Beach Volleyball | 350 | Hyogo | Minamiawaji City | Minami-Awaji Keinomatsubara Beachvolley Court | |
| 30 | Weightlifting | | 440 | Tokushima | Naruto City | Amino-Value Hall | |
| Demonstration | 31 | Gateball | | 720 | Kyoto | Kyotamba Town | Kyoto Tamba Park |
| | 32 | Ground Golf | | 672 | Tottori | Yurihama Town | The Home of Ground Golf - Shiokaze-no-oka-tomari |