

## TECHSCORE RFP QUESTIONS & RESPONSES

1. What does the volume of support requests look like?
  - a. **RESPONSE:** We anticipate handling user support questions internally as we have in the past. User support questions consist of simple how to questions about using Techscore that. These questions will continue being answered by certain people at ICOSA and ISSA around the country. Technical support questions, those being more complex or related to bugs or errors, will be submitted only by key individuals at ICOSA/ISSA and will come in during the peak seasons and typically over the weekends when issues are found while scoring events. The volume of support requests is typically between 2-4 per month.
2. What are the most common development requests?
  - a. **RESPONSE:** Add scoring features, changing the display format, and changes to the ICOSA registration system are the most common requests.
3. What are the common support touch-points (what do users often need help with)?
  - a. **RESPONSE:** See question 1 regarding the handling of support questions. In general, users often need help setting up regattas, scoring, adding penalties, etc. These support questions will continue to be handled internally. Common technical support questions from ICOSA/ISSA will most often be related to a bug or error.
4. What does the volume of new feature requests look like?
  - a. **RESPONSE:** New features requests volume will likely be 1-2 per month during the peak season.
5. Could you share some examples of new features that were built over the past 12 months?
  - a. **RESPONSE:** All commits can be [found online](#). Some highlights:
    - [Include list of associated student profile in account's page](#)
    - [Make school transfer a self-service option for students and their coaches](#)
    - [Include flight number in rotation table for grouped rounds](#)
    - [Allow label settings for regatta participant options](#)
6. How much of ISSA/ICOSA's current needs are maintenance vs. new feature development?
  - a. **RESPONSE:** Current needs are not necessarily indicative of what will be needed in the future. Both maintenance and new feature development have been significant needs in the past and will likely continue to be significant in the future.
7. Are there any new features that ISSA/ICOSA already knows will be required? If so, are there specific deadlines for project completion?
  - a. **RESPONSE:** Anticipated new features in the near future are likely to include match race scoring, improvements to the registration system, improvements to the user interface, fixing of known errors, revamped frontend that leverages Javascript, etc. There is no deadline for completion of these projects and the timing on if and when they are requested is not known at this time.
8. Is ISSA/ICOSA happy with/committed to the current LAMP stack, or would a newer alternative be acceptable/welcomed (eg. MEAN stack)?
  - a. **RESPONSE:** It is our preference to maintain the current LAMP stack system at this time.
9. What is the current financial arrangement ICOSA/ISSA has with TechScore?
  - a. **RESPONSE:** The current financial arrangements will not be disclosed at this time but ICOSA/ISSA is open to various financial arrangements.

10. Who owns the rights to the current code base, and will the contract winner receive ownership of the code? Will the project remain open-source? **RESPONSE: The code is open source and will remain open source.**
  - a. If so, will it be transferred to a new Github account? **RESPONSE: Open source projects can be forked at anytime.**
  - b. Do ICSA/ISSA have any technical staff who regularly contribute code to the project? **RESPONSE: No ICSA/ISSA do not have a technical staff contributing code.**
  - c. Do ICSA/ISSA have any plans to engage with indiscriminate/ un-paid open-source contributors to the project? If so, will a single contributor be asked to take on the role of code review and pull request management? **RESPONSE: ICSA/ISSA have no plans to engage with indiscriminate/un-paid open-source contributors.**
11. The requirements for the proposal (Sec. 3.3.4) state that the contractor must submit a detailed work plan for requirements in the scope of work. Would you please clarify your expectations in terms of what you'd like to see in the work plan?
  - a. **RESPONSE: The work plan should identify how you anticipate meeting the goals of the scope of work provided. The scope identifies multiple maintenance and support requirements which should be included in the work plan to indicate how you plan to successfully meet those requirements. The scope also identifies that future development may be necessary, but since these future development needs are not specifically known at this time, the work plan can identify a more general approach to these needs.**
12. Are there any specific features or changes you'd like us to include in the proposal other than the support?
  - a. **RESPONSE: There are no specific features or changes that we are specifically asking for at this time. See question 7 for possible new features.**
13. What sort of issue response time are you expecting? Can you provide more information about the need for "on-demand support during weekends when ICSA/ISSA events take place"? What level of service are you looking for in these cases? i.e: 0-30 minutes to first response, 0-4 hours to first response, etc.?
  - a. **RESPONSE: On Fridays, weekends, and National Championships = 0-30 minutes. Monday - Thursday = 0-4 hours. These response times are only anticipated during the season. Off season response can be within 24 hours. Response time for technical problems submitted by ICSA/ISSA personnel should be immediate during the weekends when regattas are happening. If there is a problem with Techscore the morning of a regatta that issue needs to be resolved immediately so there is not a delay at the event. During the weekdays, especially Monday - Thursday, response time does not need to be as immediate. Regatta's are often set up on the Friday before an event and therefore response time on those days needs to be faster. There are also Nationals Championship events that happen during the weekdays in May that will require immediate response time.**
14. From the RFP: "Selected proposers may be contacted to arrange in person interviews with the evaluation committee" Where are the evaluation committee based?
  - a. **RESPONSE: If appropriate an in person meeting will be requested depending on the location of proposers and committee members. Committee members are located in all parts of the country so it is more likely that web video interviews will be conducted.**
15. Does the cost of operating and maintaining TechScore feel like a burden on ISSA/ICSA?
  - a. **RESPONSE: The cost of operating and maintaining Techscore does not feel like a burden at this time.**

16. I noticed that the links on <https://www.collegesailing.org/projects> for ISSA TechScore Public and ISSA TechScore Admin also point to [collegesailing.org](https://collegesailing.org), however, I believe that they should point to <https://scores.hssailing.org> and <https://ts.hssailing.org>, will you please verify?
- a. **RESPONSE:** [Links have been corrected.](#)
17. The RFP requests time estimates be included in all responses. In order to create these estimates, I would appreciate additional detail in the Project Scope of Work.
- a. Can you describe the features that ICSA/ISSA would like to add/improve immediately after engaging a new agency to maintain the TechScore project?
    - i. **RESPONSE:** [No new features are being requested at this time as part of this RFP, however, refer to question 7 for anticipated new features which are likely to be requested in the near future.](#)
  - b. Can you describe any existing bugs or issues that will need immediate attention after engaging a new agency to maintain the TechScore project?
    - i. **RESPONSE:** [A specific list of all bugs has not been generated. Examples of bugs include:](#)
      1. [Selection of teams for a regatta sometimes adds more teams than selected.](#)
      2. [Adding multiple documents to the "Notice Board" do not display correctly on public site.](#)
      3. [Team race breaking ties incorrectly in specific instances.](#)
  - c. The scoring websites for ICSA and ISSA have different branding elements (colors, fonts, etc.), and some customizations (header), but share the same underlying structure (provided by TechScore), Will future design initiatives for these sites continue their shared structure, or will each organization have a desire to modify this structure to suit its own purposes?
    - i. **RESPONSE:** [Unknown at this time.](#)
18. Is it possible to provide a description of common use cases for "artwork development" and "photo retouch" in the context of ICSA/ISSA scoring websites? These services can have a wide range of meanings and I am interested in learning what subset of these services will be needed for this project.
- a. **RESPONSE:** [The company selected may be asked to change the "look" of the websites which may or may not include adding artistic photos or creating new graphics.](#)
19. Will projects be billed to a single common purchaser within ICSA/ISSA, or will projects (such as design) be invoiced to ICSA and ISSA independently depending on scope?
- a. **RESPONSE:** [Unknown at this time.](#)
20. Can you describe two or three scenarios from the past that have required support during non-business hours?
- a. **RESPONSE:** [Business hours for ICSA/ISSA are during regattas on weekends during the season. See question 13 for anticipated support needs. An example of a support request that occurred last fall was when Techscore was not working and the server needed to be restarted.](#)
21. How frequently do strategy/creative meetings occur and approximately how long do they generally last?
- a. **RESPONSE:** [These meetings are not occurring at this time but may in the future. The frequency and duration will be as needed.](#)
22. Is there a preferred format for ongoing technical documentation? The current codebase includes thorough in-line documentation, but nothing that I could find in terms of guides or external

documentation. Are there any additional documentation resources beyond what are included in the code base itself?

- a. **RESPONSE:** There is not a preferred format for technical documentation. There is also no additional documentation resources.
23. For how long will the new developer have access to Dayan Paez for questions/ input, and will any formal training occur conducted by Dayan?
- a. **RESPONSE:** It is anticipated that Dayan will be available for approximately 1 year to assist in the transition. It is not known at this time if formal training will occur.
24. The most recent commit for this project was over 8 months ago. Has the project been un-maintained in the time since, or are there more recent updates that simply have not been pushed to Github?
- a. **RESPONSE:** No changes have been made in the 8 months.
25. Do ICSA/ISSA have any technical staff who regularly administer the project in terms of security, cloud infrastructure, etc? **RESPONSE:** No ICSA/ISSA do not have a technical staff administering any of these items.
26. I noticed that <https://ts.hssailing.org> is running PHP 7.0.30 (End of life) and that <https://ts.collegesailing.org> is running PHP 5.4.45 (End of life). It appears based on <https://ts.hssailing.org> that the application is PHP 7 compatible. Are there any immediate plans to update both applications to supported version of PHP (7.2 or later)?
- a. **RESPONSE:** There are no plans to update both applications but ICSA/ISSA is open to updating Techscore as needed or recommended.
27. Have either <https://ts.collegesailing.org> or <https://ts.hssailing.org> been pen tested in the last 2 years? **RESPONSE:** No.
28. Are ICSA and/or ISSA required to maintain PCI DSS, ISO/IEC 27001, SOC 2, and/or HIPAA compliance for their TechScore instances?
- a. **RESPONSE:** No. You do not keep any private information, other than now you have loose contact information for your sailors.
29. Could you please identify what is considered the top attributes of the current platforms?
- a. **RESPONSE:** Regatta scoring and sailor management are the top attributes.
30. Could you please identify the top issues/concerns with the website?
- a. **RESPONSE:** Refer to questions 7 and 17 for anticipate features and known bugs.
31. (Section 2.3.1. & 2) It appears that this request is a full strategy plan surrounding rebranding, redesign and redevelopment. **RESPONSE:** Rebranding, redesign, and redevelopment may become necessary at some point but are not anticipated immediate projects. The RFP is intended to identify companies that can provide all the needs listed in the RFP.
- a. With that said, please address the following: Regarding [scores.collegesailing.org](https://scores.collegesailing.org) and [scores.hssailing.org](https://scores.hssailing.org):
    1. Can we assume the assets are the same for both websites? If not, can you please list the difference in features. functionality, and/or user experience? **RESPONSE:** The features included in Techscore are the same for both College Sailing and High School Sailing, however, some features are turned on and some are not for each organization.
    2. Is the goal to have the same design layout or two different experiences? **RESPONSE:** No change to the layout or experience is planned at this time but may be required in the future. It is likely that the layout will continue to be slightly different between College Sailing and High School sailing.

3. Can recommendations be provided or should we solely focus on the existing functionality? **RESPONSE:** No recommendations are provided at this time.
4. Could you please confirm whether or not [collegesailing.org](http://collegesailing.org) and [hssailing.org](http://hssailing.org) are to be redesigned and redeveloped as well? **RESPONSE:** At this time these sites operate independently of the Techscore scoring program website. Hssailing.org is being redesigned currently and collegesailing.org has no immediate plans for a redesign.
- b. Regarding [ts.hssailing.org](http://ts.hssailing.org) and [ts.collegesailing.org](http://ts.collegesailing.org):
  1. Can we assume once users log-in, the features and functions across both portals are the same? If not, can you please list the differences? **RESPONSE:** The features included in Techscore are the same for both College Sailing and High School Sailing, however, some features are turned on and some are not for each organization. These features are turned on and off by Admins.
  2. Given that we don't have access to these protected portal sections, can we be provided a list of tools/features and screenshots made available to these end-users. This will allow us to better assess key elements. **RESPONSE:** Access will be provided upon request. Please email [whatcomsailing@gmail.com](mailto:whatcomsailing@gmail.com) to request access to portals.
  3. Given that we don't have access to the admin section, can you please list all tools/features, screenshots and workflow processes (i.e. written description or schematics) that would better help us scope the current environment. **RESPONSE:** See question 31,b,2
32. To help ensure that we grasp the relationship between these 4 website portals, please confirm our conclusion that end-users input data in [ts.collegesailing.org](http://ts.collegesailing.org), for example, which then gets published on [scores.collegesailing.org](http://scores.collegesailing.org)?
  - a. **RESPONSE:** That is correct.
33. Are there any challenges or concerns regarding the existing platforms? If so, please explain?
  - a. **RESPONSE:** See question 30
34. To streamline workflow and significantly improve UX, would there be consideration to revamp the whole Techscore network of platforms or is the intent of the RFP be focused around marginal improvements to the existing system?
  - a. **RESPONSE:** At this time the intent is to find a company to provide programming and support services for the existing Techscore Scoring Program Websites. There is no plan at this time to change the platform and it is anticipated that immediate efforts will be focused on improvements to the existing system. That being said ICSEA and ISSA are not opposed to exploring other options in the future.
35. Is changing of hosting providers be a consideration?
  - a. **RESPONSE:** Changing hosting providers has not been considered but will be evaluated in the future.
36. (Section 2.3.3.) In order to better support needs, could you please list typical on-demand tasks that are requested during the weekend of ICSEA/ISSA events.?
  - a. **RESPONSE:** See questions 3 and 20.
37. When users are entering score data, are they usually on the at the races, home/office or elsewhere?

- a. **RESPONSE:** Almost always they are at the event either on the water entering via phone or computer on shore. Spectators and coaches are viewing results at home or on-shore via phones or computers.
38. (Section 3.2.) The second to last bullet references Oracle experience, but this was not referenced in the project overview or scope sections. If there is an Oracle expectation, can you please elaborate or should this be ignored?
- a. **RESPONSE:** Oracle experience not needed: the database is MariaDB (MySQL).
39. We noticed mobile app development (Section 3.3.2) and mobile programming (RFP Selection Evaluation Form) references, but no direct request for such deliverables in the project overview or project scope of work sections. Is this inquiry a call for mobile responsiveness (Ensuring all end products adjust itself when cell phone and tablet users access the platform) or for a separate mobile application that needs to be developed? If the latter, please provide an overview of the mobile app, what platforms it will be built for and list the expected features.
- a. **RESPONSE:** The selection of a qualified firm will include that firms experience and ability to develop mobile apps/programming, however, specific projects for or features are not planned at this time.
40. To better assess support, what average weekly or monthly labor hours were provided in the last contract?
- a. **RESPONSE:** Arrangements with the previous developer are not a good representation of the support needed going forward. See question 13 above for response time expectations.
41. In addition to what has been expressed in the RFP, are there any operational bottlenecks, marketing, stakeholder interaction, etc. challenges/opportunities of improvement that is being faced which we may factor in our proposed solution?
- a. **RESPONSE:** Decisions regarding Techscore are typically made by committee at either ICOSA or ISSA. There are no other known bottlenecks.
42. Are there any milestones/deadlines that we should be aware of?
- a. **RESPONSE:** It is our goal that the selected company should be familiar with Techscore and ready to provide support and maintenance services at the start of the Fall 2019 season September 1, 2019.
43. Are there any concerns for a firm like ours located in New York City?
- a. **RESPONSE:** There are no concerns for a firm located in New York City.
44. In order to ensure that we are offering an appropriate approach, range of deliverables and services, and recommendations can you please share a project budget range for development?
- a. **RESPONSE:** No budget will be provided at this time.