Delivering OpenActive as part of your contract

Introduction

This document is addressed to organisations who are procuring the supply of physical activity services and wish to require pitential bidders to deliver OpenActive as part of their service supply.

It is designed to be a draft that you can copy/paste onto your procurement document

You may wish to make this specific to your organisation or use case, for example you could change "client" to your organisation name, "service" to the type of delivery (e.g. leisure management services) and "supplier" to the type of organisation you are contracting services from (e.g. leisure operator)

~~Requirements for meeting your client's contractual expectations for delivering on OpenActive~~

Requirements for meeting contractual expectations for delivering on OpenActive enabled services
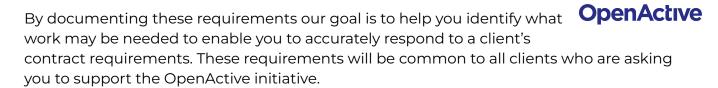
Background

OpenActive is an established, community-led initiative in the sport and physical activity sector, which promotes the use of opportunity data to help people get active. The initiative is bringing together sports and physical activity organisations from across the sector to open up data about physical activities, create data standards and to develop innovative products and services.

A growing number of organisations have joined the OpenActive initiative. As a supplier that is bidding to provide services to a local authority, you will need to meet certain requirements in order to be considered as having the required technology and licences in place for both openly publishing opportunity data and providing standardised booking APIs.

These requirements have been grouped into three areas:

- Publishing up-to-date data about physical activity opportunities
- Adopting standardised ways to identify physical activities
- Support for bookings from third parties

By documenting these requirements our goal is to help you identify what work may be needed to enable you to accurately respond to a client's contract requirements. These requirements will be common to all clients who are asking you to support the OpenActive initiative.

Where additional work is required, the requirements should help inform your product roadmap and prioritisation.

These requirements will be implemented by [date].

Your input and influence will play a vital role in shaping our standards. We invite you to participate in our standardisation activity. We will provide updates to this document and via the OpenActive website and social networks to help you track updates.

Publishing opportunity data

Publishing data on opportunities for people to engage in physical activities is the foundation of the OpenActive initiative. Opportunity data includes description and availability of classes, sports halls and pitches, courses, and ticketing.

To meet the requirements, you must:

1.1 **Respect privacy and personal data**. Opportunity data published by your organisation and/or your software system providers should not include any personal information e.g. names of instructors, coaches, etc. In some cases instructors or coaches may wish to share this data, in which case consent should be routinely collected as part of meeting your requirements under the GDPR legislation.

1.2 **Publish opportunity data under the Creative Commons Attribution 4.0 Licence (https://creativecommons.org/licenses/by/4.0/).** This licence defines the terms of use for the opportunity data and may be different to any terms that cover use of your API(s), platform, etc.

1.3 **Publish opportunity data for harvesting and use by third-parties, by implementing an API that conforms to the Realtime Paged Data Exchange specification (https://www.openactive.io/realtime-paged-data-exchange/)**. A feed is to be provided for each type of opportunity data, which as a minimum must include classes, sports halls and pitches, courses, and ticketing. You can also include information about online classes and personal trainers, if had. You may have supplier-specific feeds, or share feeds with other customers of your booking system. Note: data must be published directly from a LIVE source (i.e. the booking / management system [in use by the supplier], such as Gladstone, Legend, Xn, CoursePro etc.) rather than from any other data source (e.g. such as static timetables).

1.4 **Publish opportunity data that conforms to the Modelling Opportunity Data specification (https://www.openactive.io/modelling-opportunity-data/)**. To maximise the usability of your data you will need to map it to the data structures

defined by the OpenActive modelling specification, and publish documentation that describes any custom properties being used according to the specification.

1.5 **Ensure that a useful level of detail is provided about individual opportunities**, to enable third-party developers to easily reuse the data. This must be consistent with information about the same opportunities that you may already make available over the web (i.e. on your own website). For the avoidance of doubt, this must include accurate pricing and live availability information.

1.6 **Ensure there are no registration requirements for data users**. You will benefit most from the OpenActive ecosystem if your data can be easily accessed, used and shared by anyone in the OpenActive community. Recommendations to ensure the performance and scaling of your platform are available at https://developer.openactive.io/publishing-data/data-feeds/scaling-feeds.

1.7 **Include sufficient detail in opportunity data to facilitate third-party bookings**, e.g. in addition to useful description of events, ensure that sufficient information on pricing, and that event and facility availability is included wherever possible. Any information required by your booking API, including necessary identifiers, should be available to third-party developers in the OpenActive opportunity data feed.

1.8 **Include direct links to existing booking interfaces within your opportunity data**, to allow end users to be sign-posted directed to existing transactional systems where appropriate.

1.9 **Provide a dataset site that meets the requirements of the Dataset Site Template (https://developer.openactive.io/publishing-data/dataset-sites) and is associated with a GitHub issues board**, to help data users to find your data, and interact with you if they find any issues with it. The dataset site must be both human- and machine-readable, as described in the above link, and allow the dataset to appear on the OpenActive Status Page and Google Dataset Search by adding it to the singular catalogue via a GitHub pull request here.

Describing activities

You must:

2.1 **Use standard names and identifiers for all activities in your opportunity data, according to the OpenActive Activity List (https://www.openactive.io/activity-list/)**, by mapping or aligning your internal activity descriptions, and engaging with the community of maintainers where any gaps are identified. By standardising the names and identifiers in activity descriptions, we aim to make opportunities more discoverable by participants.

Booking: converting opportunities into participation

You must:

3.1 **Provide an API conforming to the OpenActive Open Booking Specification (https://www.openactive.io/open-booking-api)**. This will allow third-party bookings to be submitted to your platform.

3.2 **Help onboard third-party developers** by providing a clear, well-documented means for them to begin using your booking APIs.

3.3 **Ensure that the terms and conditions and usage restrictions that apply to use of your APIs are well documented,** so that third-party developers can easily integrate with your platform and understand their rights and responsibilities.

3.4 **Ensure that booking APIs are secure** by implementing appropriate best practices around authentication, e.g. HTTPS, OAuth, etc.

3.5 **Provide a sandbox to support testing** of your booking APIs outside of your live platform, to ensure that developers have freedom to test their code in a safe environment.

Additional recommendations

You must:

4.1 **Track updates to the core OpenActive specifications**, to ensure that you are implementing the latest standards. You must update your implementation to conform to the latest version of the OpenActive specifications and these requirements at least once every 12 months.

4.2 **Give third-party data users the ability to provide feedback and raise issues through a platform such as GitHub.** Respond to any issues raised in a timely manner. This will help to ensure that third-parties are able to use your data.

4.3 Ensure you provide your client with evidence of implementing these requirements and, in line with your contracts monitoring and reporting requirements, evidence of the performance of the OpenActive service.

You should:

5.1 **Join the OpenActive W3C group and help develop the technical standards.** In doing so you will represent the needs of your customers in the standards development process.

Change control

This document is revised periodically to reflect the evolving OpenActive specifications. A list of changes are included in the table below.

Date	Section	Amendment
31/05/2018	All	Original document released
11/06/2019	All	Added numbering to the document
11/06/2019	2.1	This requirement is now a "Must", and has been clarified as such, including a requirement to contribute to the list where gaps are identified
11/06/2019	3.1	Now references the released version of the Open Booking specification
11/06/2019	1.2	Mandate CC-BY v4 for additional clarity
19/06/2019	All	Updated numbering system in document to x.x
19/06/2019	1.9	Added formal dataset site requirement for additional clarity
19/06/2019	1.6	Added scaling guidance
19/06/2019	4.1	Added reference to these requirements
10/10/2019	4.2	5.2 moved to 4.2, as a "Must", to ensure data quality
27/11/2025	All	Updates to reflect the maturity of the initiative, and to clarify requirements.