



13001 University Avenue
Clive Iowa 50325-8225
www.ialottery.com
515.725.7900

Kim Reynolds · Governor
Adam Gregg · Lt. Governor
Matthew N. Strawn · Chief Executive Officer

AGENDA

IOWA LOTTERY BOARD

March 24, 2020
10:30 am

- Teleconference Only -
Conference Call #: 515-206-9299
(No PIN # is required to join the call)

An in-person meeting is impossible due to the Governor's State of Public Health Disaster Emergency Proclamation prohibiting all mass gatherings of more than ten people. In compliance with Iowa Code section 21.8, the Iowa Lottery Board is meeting by telephone and the public will have access to the meeting by calling 515-206-9299.

- I. Call to Order
 - a. Approval of Agenda
 - b. Approval of Minutes – December 12, 2019
- II. CEO Update
 - a. Board Member Reappointment
 - b. Quarterly Reports
- III. Central Gaming System RFP Recommendation
- IV. Contract Extensions
 - a. Scientific Games (7/4/2021 – 7/11/2021)
 - b. Bucket Media
 - c. Strategic America
- V. Consulting Contract
- VI. Financial Update
- VII. Membership Dues
- VIII. Adjournment

If you require the assistance of auxiliary aids or services to participate in or attend the meeting because of a disability please call our ADA coordinator at 515-725-7864, or if you are hearing impaired, call Relay TTY at 1-800-735-2942.

MINUTES

IOWA LOTTERY BOARD

December 12, 2019

10:30 a.m.

The Iowa Lottery Board convened at 10:30 a.m. via conference call; Board Chairperson Mary Junge presiding.

Board Members Present on Teleconference:

Mary Junge, Sherrae Hanson, John Quinn, Josh Cook, Mary Rathje; Hon. Michael Fitzgerald

Board Members Absent:

None

Lottery Staff Participating:

Matt Strawn, CEO; Larry Loss, COO; Cam Coppess, VP, Security; David Ranscht, Assistant AG

Others Present:

Megan Tooker (phone); David Berger, Scientific Games (phone)

CALL TO ORDER

Chairperson Junge called the meeting to order at 10:30 a.m. and roll was taken. There was a quorum. Junge announced the meeting would be held via teleconference in accordance with Iowa Code section 21.8.

Cook moved to conduct the meeting via teleconference. Rathje seconded. Motion carried unanimously.

APPROVAL OF AGENDA

Hanson moved to approve the agenda for the meeting. Rathje seconded. Motion carried unanimously.

APPROVAL OF MINUTES

AAG Ranscht stated the Nov. 19 meeting minutes had a spelling typo for the word "Counsel" and requested the Board Secretary correct the typo.

Rathje moved to approve the Nov. 19, 2019 board meeting minutes with the typo correction. Cook seconded. Motion carried unanimously.

APPROVAL OF VICE PRESIDENT, GENERAL COUNSEL RECOMMENDATION

Strawn introduced Megan Tooker and made a recommendation to the Board to approve the hiring of Tooker as the Vice President, General Counsel with a salary of \$119,995.20 annually.

Rathje moved to approve the recommendation for VP, General Counsel. Cook seconded. Motion carried unanimously.

ADJOURNMENT

Hanson moved to adjourn. Rathje seconded. Motion carried unanimously.

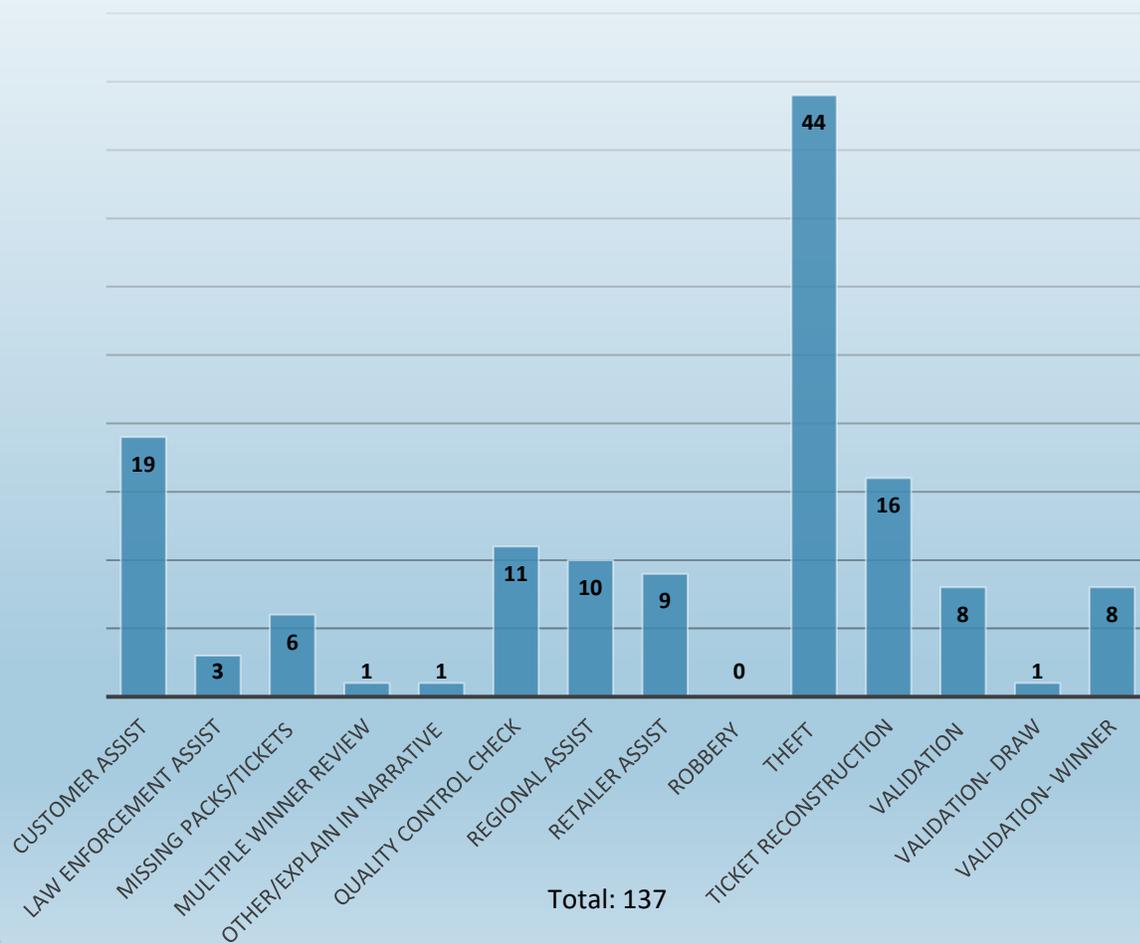
Meeting adjourned at 10:40 a.m.



March 2020 Board Report

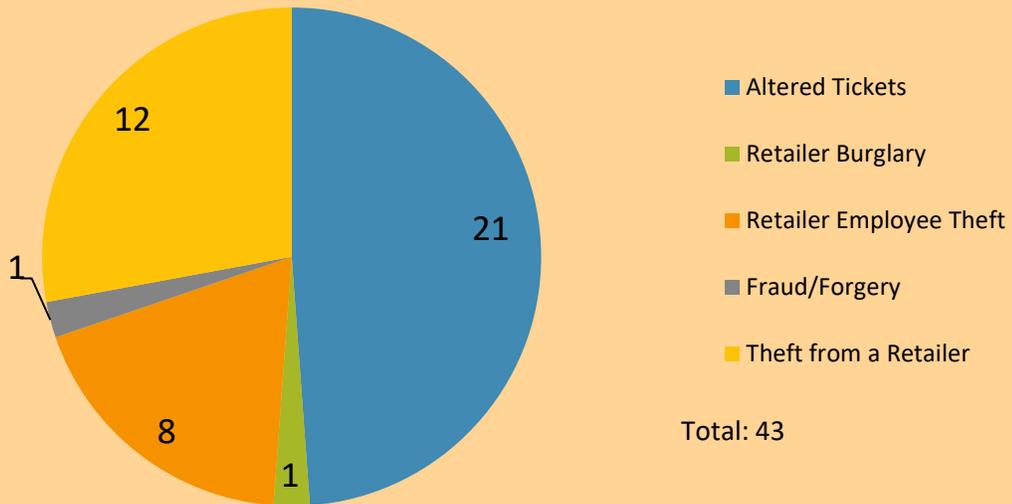


January - March 13, 2020 Record of Contacts by Type



Other: (1) Quarterly Inspection of Game Management System (GMS) Vendor, (Urbandale Site)

January - March 13, 2020 Cases by Offense



Other Duties and Activities;

- Drawing and Winner Validation for (1) promotional drawings, Ho Ho Dough Promotion Final Draw
- Conducted **30** compliance/inspection checks on retail outlets, sent follow up letters to all retailers to provide results of the compliance check at their store
- **1** Scratch Ticket Vendor Ticket Printing & Plant Inspection, (Pollard)



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Kim Reynolds · Governor
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Date: March 24, 2020
To: The Lottery Board
From: Megan Tooker
Re: Legal Quarterly Report

I want to give you an update on the Board's recent administrative rule changes.

In June 2019, the Board adopted a Notice of Intended Action to amend chapter 2 (Purchasing) and chapter 5 (Contested Cases) of the Board's administrative rules. The purpose of the proposed amendments was to provide structure for vendor appeals and remove the concept of the Lottery "hearing board" appointed by various Lottery officials for licensing appeals. The Board proposed that for both types of appeals, the Lottery's CEO would appoint a presiding officer to consider the matter and issue a proposed ruling. The proposed amendments gave the Lottery's CEO *the option* to appoint an administrative law judge from the Department of Inspections and Appeals to serve as the presiding officer for the appeal. The presiding officer's proposed decision would then be submitted to the Lottery's CEO, who would issue the final decision on behalf of the agency.

The Iowa Legislature's Administrative Rules Review Committee considered the Board's proposed rule amendments in August. The Committee expressed concern that the Lottery CEO would have discretion on whom to appoint as the presiding officer.

With this feedback, the Board in November adopted and filed revised rule amendments *to mandate* that the presiding officer in any Lottery appeal be an administrative law judge from the Department of Inspections and Appeals.

The Administrative Rules Review Committee reviewed the Board's revised amendments in January 2020 and the rule-making was approved by the Committee without comment other than from Senator Whiting who expressed appreciation for the Board's willingness to address the Committee's initial concerns.

Iowa Lottery Authority

Evaluation Committee Report

Computer Gaming System RFP IL 20-1

Submitted to:

Iowa Lottery CEO
Iowa Lottery Board

March 20, 2020

EXECUTIVE SUMMARY

The Iowa Lottery Authority's (Lottery) contract for its computer gaming system covered seven years and allowed for three one-year extensions. The Lottery has exercised all of the extensions associated with the existing contract and was required to go out to bid for a new gaming system. Lottery staff members spent numerous hours developing and writing a Request For Proposals (RFP) for a computer gaming system and related services.

System and services contemplated for provision under this RFP include, but are not limited to:

- Lotto and Instaplay game sales at retail and nontraditional locations;
- Lotto, InstaPlay and Scratch ticket validations capabilities;
- Pull-tab ticket verification capabilities;
- Support for accounting processes relating to the sale of lottery games and the distribution of lottery prizes, including but not limited to processes that include separate accounting for Lotto, Scratch, InstaPlay, and Pull-tab games, in addition to any future gaming types that could be implemented by the Lottery;
- Game warehousing, inventory and distribution applications for the Lottery's existing Scratch and Pull-tab tickets, as well as any future gaming types that could be implemented by the Lottery;
- Provision of a sales force automation system that provides systems and actionable retailer data that allow for more productive Lottery sales calls;
- Primary and back-up computer systems, data centers, and related facilities for provision of lottery services;
- Network communications to Lottery and retailer equipment;
- Retailer network terminals, retailer displays and jackpot signs;
- Multipurpose vending machines/kiosks;
- Operations services;
- Internal control systems (ICS);
- Repair of, maintenance of, and updates for all equipment and software.

Additionally, the Lottery requested information on the vendors' capabilities to provide new technologies and gaming opportunities, including but not limited

to, goods and services to facilitate sports gaming, API¹/in-lane sales, mobile gaming and iGaming. The Lottery also requested information for additional services incidental to Lottery operations, including but not limited to, ticket warehouse and distribution services.

The deadline to submit proposals was November 15, 2019. Proposals were received from the following vendors:

IGT Global Solutions Corporations (IGT)
Intralot, Inc. (Intralot)
Scientific Games International, Inc. (SGI)

The evaluation committee consisted of four Lottery employees who represent the finance, information technology, and security departments.

Evaluation committee members reviewed and evaluated the information contained in the vendor proposals and ensured that all vendors were treated equally and impartially throughout the process.

The evaluation committee established a locked, secure work area away from the rest of the Lottery staff that also contained the test equipment that was received from the vendors. In this work area, the committee evaluated and scored the vendors' technical proposals. Once the technical proposals were scored, the evaluation committee informed the Executive Vice President that it had completed its work.

The pricing proposals had remained sealed and secured until the technical proposal scoring was completed. Upon notification that the technical evaluation was completed, the Executive Vice President authorized the pricing proposals be opened and scored.

The pricing proposals were opened and scored by the RFP coordinator and the internal auditor. Once the pricing proposals were scored, the results were provided to the evaluation committee and added to the technical scores.

There were 700 technical points and 300 pricing points available. The final scoring is presented below:

	IGT	INTRALOT	SGI
Technical Points	536.52	521.81	536.47
Price Points	231	211	300
Total Points	<u>767.52</u>	<u>732.81</u>	<u>836.47</u>

Scientific Games International, Inc. received the highest point total in the evaluation process.

¹ API means Application Programming Interfaces.

INTRODUCTION AND BACKGROUND

For the procurement effort, Lottery staff members representing all departments discussed Lottery needs, gathered information and wrote the RFP. An RFP coordinator was named and an evaluation committee was formed to evaluate the proposals and to report their findings to the Lottery Chief Executive Officer (CEO) and the Iowa Lottery Board. Participating Lottery employees include:

RFP Coordinator:

Terry Brown	Purchasing Agent
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Evaluation Committee:

Michael Conroy	Vice President of Finance, Chief Financial Officer
Cameron Coppess	Vice President, Security
Charles Crivaro	Network Coordinator
Hale Strasser	Vice President, System Operations

Advisors:

Larry Loss	Executive Vice President, Chief Operating Officer
Jenny Podrebarac	Internal Auditor
Rob Porter	Former Vice President, General Counsel
Megan Tooker	Vice President, General Counsel

The Lottery issued RFP IL 20-01 for the implementation of a computer gaming system with associated gaming and communications products and services. The system will provide terminals, kiosks, retailer displays and jackpot signs, together with all related computer hardware and software. All proposed system components must be installed, tested and in production by July 11, 2021.

OBJECTIVES

The Lottery had the following objectives for issuing this RFP and entering into a contract for the implementation and operation of the system:

- Obtain and install a gaming system that is sufficiently flexible to meet the gaming product needs of the Lottery for the term of the contract;

- Obtain retailer terminals, vending machines, supporting systems, and services that are operationally sound, incorporate the highest level of integrity and security, minimize risk for the Lottery, and lead to high retailer and player satisfaction;
- Obtain a highly reliable data communications system that supports the gaming system;
- Ensure that all proposed systems and services are ready to be operational by the agreed-upon gaming system project milestone schedule;
- Ensure that system and services corrections, improvements, and expanded gaming features are delivered in a timely manner;
- Maximize net Lottery proceeds for the State of Iowa.

With these objectives established, the Lottery developed an RFP, received proposals and conducted an evaluation. This report documents the efforts and findings of the evaluation committee.

RFP TIMELINE

July 30, 2019

The Lottery issues RFP IL 20-01.

August 9, 2019

Deadline to submit Intent to Bid letters.

August 19 – September 2, 2019

Time period for vendors to submit written questions to the Lottery to aid the vendors in their proposal preparation. The Lottery receives multiple questions from all three vendors.

September 13, 2019

The Lottery amends RFP IL 20-01 based on questions from vendors and notifies all vendors that submitted an Intent to Bid letter.

The Lottery provides vendor questions along with the Lottery's answers on the Lottery's website.

November 15, 2019

Deadline to submit proposals.

November 19, 2019

Evaluation committee members receive copies of the proposals.

January 7 – January 17, 2020

The evaluation committee and the Lottery's general counsel conducts site visits at the vendors' locations.

February 13 – March 9, 2020

The evaluation committee evaluates and scores the technical proposals.

March 10, 2020

The RFP coordinator and the internal auditor begin scoring the pricing proposals. The RFP coordinator emails all vendors and asks them to clarify their pricing for kiosks.

March 13, 2020

The RFP coordinator and the internal auditor finish scoring the pricing proposals and meet with the evaluation committee to produce a composite score (for technical and price) for each vendor.

March 20, 2020

The evaluation committee delivers its report of findings to the Lottery CEO and the Lottery Board.

EVALUATION PROCESS

It is vitally important for the Lottery to procure a secure and reliable computer gaming system. The Lottery took great care to ensure the RFP was written to be as inclusive as possible and that each vendor was treated equally and fairly throughout the process. Evaluation committee members understood the necessity to:

1. Hold in confidence all information gathered from the written proposals and site visits.
2. Isolate themselves from outside influences and avoid unnecessary contact with the vendors.
3. Conduct a comprehensive, fair and impartial evaluation of each proposal.
4. Work together to produce a consensus report that reflects the findings of the committee.

EVALUATION STEPS

The evaluation process consisted of the following steps:

1. Receipt of proposals

The Lottery received proposals from IGT, Intralot and SGI. The proposals were logged in as received by the RFP coordinator.

As specified in the RFP, each vendor submitted pricing information in a separately sealed envelope. The RFP coordinator extracted the pricing

envelopes from the proposals and securely stored the sealed envelopes in a locked cabinet in his office.

The RFP coordinator extracted the background information forms from the proposals for the Iowa Division of Criminal Investigation and gave them to the Vice President of Security to keep securely stored.

The RFP coordinator retained the original proposals and distributed copies of the technical proposals to the evaluation committee members.

2. Compliance check

The RFP coordinator reviewed all proposals to ensure compliance with the RFP's terms and conditions and mandatory requirements.

3. Detailed evaluation of proposed functions, features, services and solutions

The evaluation committee members individually reviewed each vendor's written proposal to ensure the functions, features, services and solutions met the requirements of the RFP. Next, the evaluation committee and the Lottery's general counsel conducted site visits at locations specified by each vendor. The evaluation committee allotted each vendor the same amount of time to present its proposal. Committee members asked clarifying questions at each site visit.

4. Scoring of technical proposals

The Lottery established ten evaluation categories for the technical proposals with a specified weighting for each category in the overall evaluation. Listed below are the categories and the points available as presented in the RFP:

Section 3.1 Central Configuration	40
Section 3.2 Terminals	100
Section 3.3 Communications Network	100
Section 3.4 Software Controls & Data Management	100
Section 3.5 Games & Marketing	60
Section 3.6 Facilities & Disaster Recovery Plan	25
Section 3.7 Staffing, Services & Ops Security Plan	100
Section 3.8 Implementation	65
Section 3.9 Corporate Capability	30
Part 4 New & Emerging Gaming Opportunities	80
Technical Points Total	700

The evaluation committee developed a list of technical factors under each category. These factors were scored as pass/fail or on a scale of 0-4. Throughout the scoring process, the evaluation committee developed one set of notes and score based on the committee's consensus judgment. Prior to

scoring, the committee agreed a vendor's proposal would be eliminated from further consideration if the proposal received less than 60% on any one of the ten criteria or a total technical score below 70%. The Evaluation Committee scored each of the categories and arrived at a technical points total for each vendor. All vendors exceeded the minimum thresholds required by the committee.

The technical scoring matrix used by the committee is presented in Appendix A.

The evaluation committee's technical scores and comments for each vendor along with a technical score summary is presented in Appendix B.

Summary

The evaluation committee was impressed with the capabilities of all of the vendors. Each of the vendors is capable of providing a secure and reliable gaming system that would meet or exceed the needs of the Iowa Lottery.

5. Evaluation of Price Proposals

The price proposals had been secured by the RFP coordinator since November 15, 2019. Upon completion of the technical scoring by the evaluation committee, the RFP coordinator and the internal auditor unsealed the price proposals from IGT, Intralot, and SGI.

The RFP coordinator and the internal auditor entered the price percentages for the baseline system, the required options and the specified options into the committee's weighted calculation spreadsheet. The weighted price percentage for the baseline system and the price percentages for the required and specified options were combined for each vendor to determine the lowest price bid.

The evaluation committee awarded up to three hundred points for price based on the weighted ratio of the price proposal being evaluated versus the weighted ratio of the lowest price proposal. The formula for any particular proposal evaluated was:

$$\text{PRICE POINTS} = 300 \times (\text{LOWEST PROPOSAL COST} / \text{PROPOSAL COST})$$

Under this formula, the lowest price proposal received all three hundred price points that were available.

The price scoring matrix used by the RFP coordinator and the internal auditor to determine each vendor's price score is presented in Appendix C.

The price scores for each vendor along with a price score summary is presented in Appendix D.

6. Integration of Price and Technical Scores into a Report of Findings to the Lottery CEO and the Lottery Board

The evaluation committee combined the points from the technical and pricing proposals to determine the total score for each proposal.

The final scoring is presented in Appendix E.

RECOMMENDATION

Based on the final scoring, it is the evaluation committee's recommendation that the Lottery Board issue a Notice of Intent to Award to Scientific Games International, Inc. subject to the successful completion of a DCI background investigation.

SGI has been the Lottery's vendor for over eighteen years. SGI and IGT were virtually tied in the technical scoring. However, SGI's pricing for the baseline system and options was much lower than the other two vendors, which comes through in the overall score.

While all three vendors have their strengths, SGI's proposal offers a strong gaming system at the lowest price with minimal retailer disruption during the implementation phase. It is anticipated SGI's implementation of the new system and related products and services will be efficient and effective in part because the Lottery and its retailers are familiar with SGI and its local staff. SGI is proposing a phased implementation whereby it swaps out the old retail terminals and associated equipment for the new terminals and equipment. This swap will cause minimal disruption at each retailer and will avoid retailers having two terminals and associated equipment on the counter (one from the current vendor and one from the new vendor) for a period of time. By remaining with SGI, the evaluation committee also anticipates a seamless integration of the Lottery's current games into the new system. Awarding the contract to SGI meets the objectives of the RFP.

APPENDIX A

RFP 20-01 TECHNICAL SCORING REVIEW SHEET

	Points Possible	Points Awarded	
3.1 Central configuration			
3.1.1 Gaming Host Systems at Primary Data Center			
Transaction Processing/Database/Games Administration Hosts	Pass/Fail		
Failover Capabilities	Pass/Fail		
Operations Procedures	Pass/Fail		
Time Synchronization	Pass/Fail		
Host Location	Pass/Fail		
Disaster Recovery	Pass/Fail		
3.1.2 Gaming Host Systems at Backup Data Center			
Back-up Gaming System Host	4		
Gaming System Back-up Mirroring Primary	4		
Back-ups located in contiguous 48 states	4		
Time synchronization	Pass/Fail		
Disaster Recovery	Pass/Fail		
3.1.3 Lottery Acceptance Testing System			
Ready 180 Days Prior to Production Start	Pass/Fail		
Lottery Terminal Retailers	Pass/Fail		
Testing System Communications	Pass/Fail		
Secure Connections	Pass/Fail		
Vendor Separate Test System	Pass/Fail		
3.1.4 Internal control system configuration			
3.1.5 Gaming system quantitative performance criteria			
Initially support 2,600 terminals expandable up to 5,000	Pass/Fail		
iGaming sales support	Pass/Fail		
50,000 sales transactions per minute continuously and 5,000 validation and cancel	Pass/Fail		
Single play lotto ticket produced in 4 sec and ability to sell minimum of 100 single p	Pass/Fail		
Multiplay lotto tickets produced in 6 sec all other transactions in 5 sec	Pass/Fail		
Sell 100 single play quick pick tickets w/o operator re-entry	Pass/Fail		
System Capacity	Pass/Fail		
Process a Play Slip	Pass/Fail		
Primary data center and Back-up data center recovery 2 minutes	Pass/Fail		
Support current ILOT portfolio, meet retention requirements and process play slips	Pass/Fail		
3.1.6 Systems management and monitoring			
Failure automated alarm notification to computer operator	4		
Describe systems monitoring applications, features and services available	4		
3.1.7 Operating Hours			
3.1.8 Host Systems Security			
System access controls, procedures and auditing	4		
Authentication, authorization and access control descriptions	4		
Principle of least privilege, granularity or access controls	4		
Security Requirement Compliance	4		
Protection against unauthorized access and service disruption	4		
System security controls, physical and logical access controls	4		
Total	48	0	

3.2 Retailer Terminals

APPENDIX A

RFP 20-01 TECHNICAL SCORING REVIEW SHEET

	Points Possible	Points Awarded	Comments
3.2.1 Retailer on-line terminal hardware			
Able to supply 2600 terminals at conversion		Pass/Fail	
Flat panel display adjustable stands 7" - 27" from bottom of flat panel display		4	
Additional terminals, displays checkers for training, testing and spares		Pass/Fail	
3.2.1.2 Features & Functions			
Dimensions & Weight of terminals & peripherals listed		4	
Retailer Touch Screen:		4	
Ticket Printer		4	
Software Loading		4	
Secure Sign-on to the terminal requiring a password that is easily changed without technician		Pass/Fail	
User Interface minimizes keystrokes and navigation through nested screens		4	
Play Slip & Document Scanner/Reader		4	
Random Play Generator		4	
Ticket Serial Numbers		4	
Lotto/InstaPlay Ticket Reader		4	
Scratch Ticket Reader		4	
Pull-Tab Ticket Reader		4	
Training Mode		4	
Self Diagnostics		4	
Transaction Integrity with Consumables Fault		4	
Universal Serial Bus		4	
Environmental Fitness		4	
Memory & Storage		4	
Casework Color		Pass/Fail	
Sound Generator		Pass/Fail	
Broadcast Messages		4	
Large Dollar Transaction Verification for Purchases and Validations		4	
Previous Transaction Listing		4	
Cancellations		Pass/Fail	
Validation Limits		Pass/Fail	
Terminal Case Design for Safety		4	
Last Transaction Display		Pass/Fail	
Terminal Addressing		Pass/Fail	
Retailer Terminal Reports		Pass/Fail	
Scratch Ticket Sales Scanning		Pass/Fail	
Print Player Claim Form		Pass/Fail	
3.2.1.3 Retailer Lotto Terminal Attachements			
Flat Panel Display		4	
Player Transaction Display		4	
Self Service Ticket Checker		4	
Lotto Jackpot Signage		4	
Wireless Peripherals		4	
Rapid Draw Game Monitors		4	
3.2.2 Multiple Terminals per Retailer		4	
3.2.3 Kiosks and Specialty Retailer Terminals			
Privileged Validation Terminals		4	

APPENDIX A

RFP 20-01 TECHNICAL SCORING REVIEW SHEET

	Points Possible	Points Awarded	
Wireless Terminals	4		
Kiosks	4		
Kiosks (Non-Scratch)	4		
Big Box Retailer Kiosk	4		
3.2.4 Additional Retailer Game Support Items	4		
3.2.5 Retailer Terminal Security			
Embedded Operating System Security	4		
Secure Transmissions	4		
Security Requirement Compliance	4		
Protection Against Unauthorized Access or Service Disruption	4		
Other Terminal Security Controls	4		
Randomness of Easy Picks	4		
Total	164	0	

3.3 Communications Network

3.3.1 Network Design and Implementation			
All configurations of network must be identified by mfg and model number	Pass/Fail		
Describe standards for wiring the in-store terminal and peripherals	Pass/Fail		
DSL/VSAT/Radio/Cellular/Other	Pass/Fail		
Retailer Network	4		
Inter-Site Connections	Pass/Fail		
Games Management Network	Pass/Fail		
Lottery Back Office System Connectivity	Pass/Fail		
Administrative Connectivity	Pass/Fail		
Data Center Local Area Networks	Pass/Fail		
Retailer In-Store Installation	4		
3.3.2 Network Design Features			
Fault Tolerance	4		
Fault Notification	4		
Secure External Transmissions	4		
Incomplete Transaction Protocol	4		
Non-Responding or Failing Terminals	4		
Communications Outages	4		
Commercially Available Communications Protocols	4		
Connections to Systems & Networks not Dedicated/Private	4		
Network Device Access	4		
Principle of Least Privilege	Pass/Fail		
Mitigation of Design Limitations	4		
Bandwidth (Nominal/Aggregate)	Pass/Fail		
Single Point of Failure Analysis	4		
3.3.3 Network Administration Services			
Terminal Installation/Un-Install & Moves	4		
Configuration/Change Management	4		
Carrier Interface	4		
3.3.4 Network Monitoring and Fault Resolution			
Network Monitoring System	4		

APPENDIX A

RFP 20-01 TECHNICAL SCORING REVIEW SHEET

	Points Possible	Points Awarded	
Network Event Recording	4		
Network Monitoring Protocols	4		
Communications Expertise	4		
Retailer Hotline Monitoring Network	4		
Lottery initiated Network Monitoring	4		
Service Level Agreement	4		
3.3.5 Network Conversion	4		
3.3.6 Sales Force Field Automation System	4		
Total	100	0	

3.4 Software Controls and Data Management

3.4.1 Gaming Software security, control features and functions

Logging	4
Unique Transaction Number	Pass/Fail
Transactions Protected	4
Tickets Not Duplicated	Pass/Fail
Liability Levels	Pass/Fail
Operator Console Records	Pass/Fail
Retailer Spoofing	Pass/Fail
One-Time Cashing	Pass/Fail
Software Checksums	Pass/Fail
Transaction Storage Redundancy	Pass/Fail
Game Monitoring	4
Transaction Simulation	4
Secure On & Off Site Storage	Pass/Fail
Valid Back-up of Files	Pass/Fail
Configuration Management	4
Software Quality Assurance and Acceptance Testing	4
Dynamic Pools	Pass/Fail
Ticket Stock Tracking	4
Dual Security System	4
Anomalous Condition Reporting	4
Incomplete Transaction Protocol	4
Non-Responding or Failing Terminals	4
Communications Outages	4
Scratch/Pull-Tab/InstaPlay Ticket Information Protection	4
Ticket Validation (Reader/Manual)	4
CWA SOAP webservice API	4

3.4.2 Application and database security

Authentication, Authorization & Access Controls	4
Audit Trail	4
Principle of Least Privilege	Pass/Fail
Security Requirement Compliance	Pass/Fail
Protection Against Application Compromise or Service Disruption	4
Other Application Security Controls	4

3.4.3 Lotto Games Drawing Controls

APPENDIX A

RFP 20-01 TECHNICAL SCORING REVIEW SHEET

	Points Possible	Points Awarded	Comments
Automatic Close	4		
Transactions at Close	4		
Drawing Information at Sales Close	4		
Manual Winning Number Entry	4		
Suspend Sales After Last Drawing	4		
Closing, Drawing & Cashing Time Window	4		
Roll to Next Day after Problematic Drawing	4		
3.4.4 Games Management Application			
3.4.4.1 Games Management Application Access	4		
3.4.4.2 Games Management Application Features and Capabilities			
Management Reports	4		
Retailer Terminal Management	Pass/Fail		
Retailer Disablement Codes	Pass/Fail		
Dual Entry	Pass/Fail		
Game Control	Pass/Fail		
Message Groups	Pass/Fail		
Message Size	Pass/Fail		
Immediate, Deferrable and Automated Messages	Pass/Fail		
Player Display Messages	Pass/Fail		
Ticket Messaging	Pass/Fail		
Game Monitoring	Pass/Fail		
Sales & Transaction Research & Reporting	4		
Retailer Reports	4		
Suspension of Sales	Pass/Fail		
Ticket Status Adjustment & Monitoring	4		
3.4.4.3 Data Warehouse			
Direct Data Access	4		
Technical Support & On-going Development	4		
3.4.5 Support of Scratch Ticket Transactions at Retailers			
Bar Codes	Pass/Fail		
Security Grid	Pass/Fail		
DSR Transactions	Pass/Fail		
Pack Delivery & Returns	Pass/Fail		
Pack Activations	Pass/Fail		
Scratch Ticket Validation	Pass/Fail		
Keyless Validation	Pass/Fail		
Settlement	Pass/Fail		
Pack Activation Card	Pass/Fail		
Retailer Status and Reporting	Pass/Fail		
3.4.6 Support of Pull-tab ticket transactions at retailers			
Bar Codes	Pass/Fail		
Security Grid	Pass/Fail		
DSR Transactions	Pass/Fail		
Pack Delivery & Returns	Pass/Fail		
Pack Activations	Pass/Fail		
Pack Returns	Pass/Fail		
Retailer Pack Verification	Pass/Fail		

APPENDIX A

RFP 20-01 TECHNICAL SCORING REVIEW SHEET

	Points Possible	Points Awarded	Comments
Settlement	Pass/Fail		
Retailer Reporting	Pass/Fail		
3.4.7 Claims and Payments			
Validate Winning Tickets in claim period	Pass/Fail		
Customer Display and Receipts for winning tickets	Pass/Fail		
Payment Thresholds	Pass/Fail		
Multi-Draw & Exchange Tickets	Pass/Fail		
Validation Controls	Pass/Fail		
Reader & Manual Validation	Pass/Fail		
3.4.8 Data management and reporting			
Database Access	4		
Sales Reporting Tools	4		
Retailer & Financial History	4		
Report Exports	4		
3.4.9 System interfaces			
Integrated Ticket Information (All Games)	4		
Ad-Hoc Server	4		
Export & Import Functions	4		
Retailer Reporting Website	4		
Sales Force Automation Portal	4		
3.4.10 Security information practices and reporting			
Fishing Reports	4		
Invalid Cashing Attempts	4		
Invalid Pack Assignments	4		
Excessive Lotto Game Cancels	4		
Previously Paid	4		
Investigative Support	4		
Ticket Stock Tracking	4		
Anomaly Reports	4		
24/7 Messaging and Call Support	4		
Transaction Log Report	4		
Automated Report Sending	4		
SQL Reports	4		
3.4.11 On-line subscription services			
Entry Mechanism(s)	4		
Subscription Length	4		
Merging Subscription Plays	4		
Winner Payment	4		
Renewal Notification	4		
Account Management	4		
3.4.12 Player registration system			
Describe a player loyalty program that includes player database, account mgmt, internet games for entertainment.	4		
3.4.13 Field access and related applications			
Route Call / Retailer Contact Management	4		
Sales Performance	4		
Sales Forecasting	4		

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	Points Possible	Points Awarded	Comments
3.4.14 Monitor games			
Varying Presentation Formats	4		
Sales Limit Functionality	4		
Update Capability	4		
3.4.15 Mobile Device Application			
Retail Location Finder	4		
Lotto Play Slip	4		
Lotto Game Information Display	4		
InstaPlay Information Display	4		
Scratch & Pull-Tab Information	4		
Promotions/VIP Club Integration	4		
Check Tickets	4		
iGaming	4		
3.4.16 Gift Card, Vouchers and Payment Applications			
Retail Gift Cards	4		
Pre-Paid Player Account	4		
Legal Compliance/Money Laundering Prevention	4		
3.4.17 Internal control system			
Suppliers	Pass/Fail		
ILOT Operations	Pass/Fail		
3.4.18 Retailer accounting			
3.4.18.1 Retailer Account Setup			
Retailer Data	Pass/Fail		
Retailer Key Personnel	Pass/Fail		
Retailer Configuration	Pass/Fail		
Retailer Event & Compliance Tracking	Pass/Fail		
3.4.18.2 Retailer Tax Accounting	Pass/Fail		
3.4.18.3 Retailer Accounting Period	Pass/Fail		
3.4.18.4 Accounting by Retailer Location	Pass/Fail		
3.4.18.5 Retailer Adjustments & Reimbursements	Pass/Fail		
3.4.18.6 Tracking for Retailer Changes	Pass/Fail		
3.4.18.7 Retailer Licensing Process	Pass/Fail		
3.4.18.8 Retailer Account Management	Pass/Fail		
3.4.18.9 Chain Accounting	Pass/Fail		
3.4.18.10 Variable Retailer Commission Rates	Pass/Fail		
3.4.18.11 Variable Retailer Allowance Rates	Pass/Fail		
3.4.19 Ticket Accounting			
3.4.19.1 InstaPlay Ticket Accounting	Pass/Fail		
3.4.19.2 Lotto Ticket Accounting	Pass/Fail		
3.4.19.3 iGaming Ticket Accounting	Pass/Fail		
3.4.19.4 Scratch & Pull-Tab Ticket Accounting			
Pack Status Monitoring	Pass/Fail		
Settlement Information Reporting	Pass/Fail		
Inventory Record Keeping	Pass/Fail		
Ticket Validation Records	Pass/Fail		
Information Protection	Pass/Fail		
Bar Code Reading	Pass/Fail		

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	Points Possible	Points Awarded	Comments
Multiple Pack Status Attributes	Pass/Fail		
3.4.20 Inventory Management			
Receiving & Off Loading	4		
Inventory History & Current	4		
Pack Status Reporting	4		
Ticket Stock Transfers & Returns	4		
Ticket Pack Monitoring & Control Functions	4		
Secure Destruction	4		
Full & Partial Pack Returns	4		
Pack Status Security Grid	4		
DSR Inventory Transactions	4		
Full & Partial Pack Life Cycle	4		
3.4.20.1 Trunk Stock Delivery Method	4		
3.4.20.2 Courier Delivery Method			
Equipment to Process Courier Orders	4		
Order Generation	4		
Implementation	4		
Total	368	0	
3.5 Games and Marketing			
3.5.1 Corporate marketing support			
Marketing Strategy Meetings	4		
State of the Industry Presentation	4		
Gaming Product Planning	4		
Gaming Concept Design & Development	4		
Local Marketing Support Person	4		
3.5.2 Games Menu			
Current & Additional Games and Play Types	4		
Association Based Games	4		
Third Party Games	4		
3.5.3 Promotional features (entry forms, buy X get Y, free play, raffle, etc.)			
Capable of Supporting Broad Range of Features	4		
Promotions Generator Capability	4		
Tracking and Reporting Functions	4		
3.5.4 Scratch Game Support			
Handle all Scratch Ticket Related Transactions	Pass/Fail		
Activations	Pass/Fail		
Returns	Pass/Fail		
Settlement	Pass/Fail		
Validation	Pass/Fail		
Scratch Product Flexibility	Pass/Fail		
Inventory	Pass/Fail		
Reports	Pass/Fail		
3.5.5 Pull-tab game support			
Handle all Pull-Tab Ticket Related Transactions	Pass/Fail		
Activations	Pass/Fail		

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	Points Possible	Points Awarded	
Returns	Pass/Fail		
Settlement	Pass/Fail		
Retailer Pack Verification	Pass/Fail		
Inventory	Pass/Fail		
Reports	Pass/Fail		
Terminal Setup/Controls	Pass/Fail		
3.5.6 External Coupons	4		
3.5.7 System-Generated Coupons	4		
3.5.8 InstaPlay Game Support	4		
Total	56	0	

3.6 Successful Vendor Facilities and Disaster Recovery Plan

3.6.1 Primary data center specifications			
3.6.1.1 Environment & Security at Primary Data Center			
Emergency Exit Doors	Pass/Fail		
Locking Devices	Pass/Fail		
CCTV	Pass/Fail		
Automated Fire Extinguishing Method	Pass/Fail		
Fire Safety Construction	Pass/Fail		
Air Conditioning System Capacity	Pass/Fail		
Uninterruptible Power Supplies	Pass/Fail		
Audits	Pass/Fail		
3.6.1.2 Vendor Supplied Lottery Facilities			
Lottery Services	Pass/Fail		
Lottery Space	Pass/Fail		
Separate Entry/Exit	Pass/Fail		
Parking	Pass/Fail		
Secured Space	Pass/Fail		
3.6.2 Backup data center			
Identified	Pass/Fail		
More than 50 miles from Primary	Pass/Fail		
Staffed during Lottery hours	Pass/Fail		
3.6.3 Training Facilities for Conversion and Ongoing	Pass/Fail		
3.6.4 Testing Room at Lottery Headquarters	Pass/Fail		
3.6.5 Service Centers and Depots	Pass/Fail		
3.6.6 System Disaster Recovery Plan	Pass/Fail		
3.6.7 Successful Vendor Corporate Infrastructure Protection Plan	Pass/Fail		
3.6.8 Ticket Warehouse & Distribution Services			
Warehousing and Distribution Process Description	4		
Location	Pass/Fail		
ADA Compliant	Pass/Fail		
Designated Secure Storage for Scratch & Pull-Tab Tickets	4		
Shipping and Handling Charges	4		
Total	12	0	

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	Points Possible	Points Awarded	Comments
3.7 Staffing, Services, and Operations Security Plan			
3.7.1 Vendor Personnel			
Implementation & Conversion Staff	4		
On-going Lottery Operations Staff	4		
Resumes	4		
Key Staff Continuity	4		
Staffing Levels	4		
3.7.2 Operations services			
Data Center Operations Duties	4		
Secure Operating Principle	4		
3.7.3 Terminal Provisioning Services: Moves, Adds, Changes, Removal	4		
3.7.4 Support of the Lottery's Partnership with Retailers	Pass/Fail		
3.7.5 Retailer Training Programs, Initial and Ongoing			
Retailer Instruction	Pass/Fail		
Training Program Contents	4		
Training Security	4		
Training Materials & User Documentation	4		
3.7.6 Lottery Staff Training			
Customized Training	Pass/Fail		
Training Methods and Tools	4		
3.7.7 Retailer Consumables Supply			
Play Slips, Ticket Stock, Terminal Supplies & Manuals	Pass/Fail		
Consumables Design	Pass/Fail		
Testing and Training	Pass/Fail		
Multiple Suppliers	Pass/Fail		
3.7.8 Retailer Equipment Maintenance Program			
Terminal & Kiosk Maintenance	Pass/Fail		
Preventative Maintenance Schedule	4		
Terminal & Kiosk Parts Supply	Pass/Fail		
Terminal & Kiosk Repair & Maintenance Reporting	Pass/Fail		
Maintenance System	4		
Staffing & Hours	4		
Retailer Hotline Services	Pass/Fail		
3.7.9 Other Host, Systems, and Network Equipment Maintenance	Pass/Fail		
3.7.10 Technical support systems			
Software Supported w/ Quarterly Releases	4		
Quality Assurance & Acceptance Testing	4		
Shared Records for Change Management	4		
3.7.11 System Change Control and Configuration Management			
Approved Changes Only	Pass/Fail		
Change Introduction	Pass/Fail		
Checksums	Pass/Fail		
Component Identification	Pass/Fail		
Traceability of Components	Pass/Fail		
Change Tracking	Pass/Fail		
Configuration Status & Inventory	Pass/Fail		
Documentation	Pass/Fail		

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	Points Possible	Points Awarded	
3.7.12 Operations Security Plan			
Business Impact Analysis	4		
Risk, Threat & Vulnerability Analysis	4		
Security Strategy	4		
Personnel Security Practices	4		
Physical Security Practices	4		
Data Security	4		
Systems Security	4		
Network Security	4		
Terminal Security	4		
Communications Access Security Applications and Data Security	4		
Patch Management	4		
Incident Response	4		
Protection of Software & Other Copyrighted Materials	4		
Plan Evaluation	4		
Security Awareness Training	4		
Plan Maintenance	4		
Network & Server Maps & Diagrams	4		
Security Protocol Description	4		
3.7.13 Electronic Media, Computer Room Paper, Supplies	Pass/Fail		
3.7.14 Trouble Tracking, Dispatch, and Reporting System (hotline support)			
Tracking & Reporting of Retailer Reported Problems	4		
Maintenance Information	4		
Call System Management (Staffing, Reporting & Recording)	4		
3.7.15 Operations According to Association Rules and Standards	Pass/Fail		
Total	156	0	
3.8 Implementation			
3.8.1 Conversion Strategy			
Minimizing Conversion Limitations	4		
Avoiding System Failures & Outages	4		
Maintaining Good Retailer Relations	4		
Minimal Disruption to Selling Tickets & Prize Validation	4		
3.8.2 Formal Implementation Plan	4		
3.8.3 Interim Facilities and Processes	4		
3.8.4 Installation and Lottery Acceptance Testing			
Schedule	4		
Documentation & Support	4		
Ticket Stock Testing	4		
Randomizer Testing	4		
Release Notes	4		
Entry & Exit Criteria	4		
3.8.5 Project Reporting and Monitoring	4		
3.8.6 Validation After Conversion	4		
3.8.7 Historical Data	4		

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	Points Possible	Points Awarded	Comments
Total	60	0	
3.9 Vendor Corporate Capability			
3.9.1 Corporate Background Review	4		
3.9.2 Gaming Systems Experience	4		
3.9.3 Pending Workload			
Must provide timeline of project commitments	4		
3.9.4 Contract Performance			
Must state and implementation delays, terminations, suspensions, LD's for vendor and any subcontractors	4		
3.9.5 Manufacturing Capabilities for Terminals			
Must describe mfg plans and quality	4		
3.9.6 Software Development and Support Capabilities			
Must describe software development plans and quality	4		
3.9.7 Project Management Capabilities	4		
3.9.8 Security Management Capabilities	4		
3.9.9 Communications Capabilities	4		
3.9.10 Research and Development Program			
Must describe resources for continued R&D for terminal design, communications, network planning	4		
3.9.11 Financial Viability	4		
Total	44	0	
4 New and Emerging Gaming Opportunities			
4.1 Internet/Mobile Games			
Current Internet/Mobile Gaming Operations	4		
Types of Games	4		
Promotions Offered	4		
Brick & Mortar Support Programs	4		
Age and Geogating	4		
Payment Solutions	4		
Separate or Integrated System	4		
Vendor Cooperation	4		
MUSL Security Requirements	4		
Responsible Gaming Protocols	4		
iGaming Library	4		
4.2 In-Lane Sales Utilizing Application Programming Interfaces (API)			
Current In-Lane Operations Vendor is Engaged	4		
Support API from 3rd Parties	4		
Games Sold In-Lane	4		
MUSL Security Requirements	4		
Sales Reporting Capabilities	4		
System/Network Infrastructure Capabilities	4		
4.3 Sports Wagering	4		
4.4 Real-Time Accounting for Scratch Tickets	4		

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	Points Possible	Points Awarded	Comments
4.5 Additional Non-Traditional Gaming and Non-Gaming Capabilities	4		
4.6 Retailer Benefits and Recognition Programs	4		
4.7 Vendor System Customer Resource Planning, Management and Analytical Tools	4		
Total	88	0	

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	Points Possible	Points Awarded	Comments
3.1 Central configuration			
3.1.1 Gaming Host Systems at Primary Data Center			
Transaction Processing/Database/Games Administration Hosts	Pass/Fail	Pass	
Failover Capabilities	Pass/Fail	Pass	
Operations Procedures	Pass/Fail	Pass	
Time Synchronization	Pass/Fail	Pass	
Host Location	Pass/Fail	Pass	
Disaster Recovery	Pass/Fail	Pass	
3.1.2 Gaming Host Systems at Backup Data Center			
Back-up Gaming System Host	4	3	
Gaming System Back-up Mirroring Primary	4	3	
Back-ups located in contiguous 48 states	4	3	
Time synchronization	Pass/Fail	Pass	
Disaster Recovery	Pass/Fail	Pass	
3.1.3 Lottery Acceptance Testing System			
Ready 180 Days Prior to Production Start	Pass/Fail	Pass	
Lottery Terminal Retailers	Pass/Fail	Pass	
Testing System Communications	Pass/Fail	Pass	
Secure Connections	Pass/Fail	Pass	
Vendor Separate Test System	Pass/Fail	Pass	
3.1.4 Internal control system configuration			
3.1.5 Gaming system quantitative performance criteria			
Initially support 2,600 terminals expandable up to 5,000	Pass/Fail	Pass	
iGaming sales support	Pass/Fail	Pass	
50,000 sales transactions per minute continuously and 5,000 validation and cancel	Pass/Fail	Pass	
Single play lotto ticket produced in 4 sec and ability to sell minimum of 100 single p	Pass/Fail	Pass	
Multiplay lotto tickets produced in 6 sec all other transactions in 5 sec	Pass/Fail	Pass	
Sell 100 single play quick pick tickets w/o operator re-entry	Pass/Fail	Pass	
System Capacity	Pass/Fail	Pass	
Process a Play Slip	Pass/Fail	Pass	
Primary data center and Back-up data center recovery 2 minutes	Pass/Fail	Pass	
Support current ILOT portfolio, meet retention requirements and process play slips	Pass/Fail	Pass	
3.1.6 Systems management and monitoring			
Failure automated alarm notification to computer operator	4	3	
Describe systems monitoring applications, features and services available	4	3	
3.1.7 Operating Hours			
	4	4	IntraLot can process nightly work while current accounting period is selling, cashing and validating new sales Part 3 section 3.1 page 80
3.1.8 Host Systems Security			
System access controls, procedures and auditing	4	3	
Authentication, authorization and access control descriptions	4	3	
Principle of least privilege, granularity or access controls	4	3	
Security Requirement Compliance	4	3	
Protection against unauthorized access and service disruption	4	3	
System security controls, physical and logical access controls	4	3	
Total	48	37	

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	Points Possible	Points Awarded	Comments
3.2 Retailer Terminals			
3.2.1 Retailer on-line terminal hardware			
Able to supply 2600 terminals at conversion	Pass/Fail	Pass	
Flat panel display adjustable stands 7" - 27" from bottom of flat panel display	4	2	Proposal nor sample terminal described or demonstrated RFP requirements.
Additional terminals, displays checkers for training, testing and spares	Pass/Fail	Pass	
3.2.1.2 Features & Functions			
Dimensions & Weight of terminals & peripherals listed	4	3	
Retailer Touch Screen:	4	3	
Ticket Printer	4	3	
Software Loading	4	3	
Secure Sign-on to the terminal requiring a password that is easily changed without technician	Pass/Fail	Pass	
User Interface minimizes keystrokes and navigation through nested screens	4	2	Sample terminal user interface required 3 or more buttons and screens for single quick pick play. Other vendor interfaces allowed quick pick sale from single button press. Proposal did state the interface could be configured, however this would involve additional development whereas other vendor interfaces are ready to go immediately.
Play Slip & Document Scanner/Reader	4	2	The sample terminal submitted with the proposal did not function as described in the proposal (would not scan horizontally). The play slip scanning and processing was not in a rapid fashion as required in section 3.2.1.2.7(d).
Random Play Generator	4	3	
Ticket Serial Numbers	4	3	
Lotto/InstaPlay Ticket Reader	4	3	
Scratch Ticket Reader	4	2	RFP Section 3.2.1.2.12(d) states the terminal must have a reader that is movable/removeable at least 8 feet from the terminal. The reader supplied only extends to 5 feet from the terminal.
Pull-Tab Ticket Reader	4	2	RFP Section 3.2.1.2.14(d) states the terminal must have a reader that is movable/removeable at least 8 feet from the terminal. The reader supplied only extends to 5 feet from the terminal.
Training Mode	4	3	
Self Diagnostics	4	3	
Transaction Integrity with Consumables Fault	4	3	
Universal Serial Bus	4	3	
Environmental Fitness	4	3	
Memory & Storage	4	4	Proposal from vendor in section 3.2.1.2.20(a) states that storage of 256GB expandable to 4TB are available and can be upgraded at no additional charge to Iowa Lottery.
Casework Color	Pass/Fail	Pass	
Sound Generator	Pass/Fail	Pass	
Broadcast Messages	4	3	
Large Dollar Transaction Verification for Purchases and Validations	4	3	
Previous Transaction Listing	4	3	
Cancellations	Pass/Fail	Pass	
Validation Limits	Pass/Fail	Pass	
Terminal Case Design for Safety	4	2	Access to electronic and electrical components is not adequately partitioned.
Last Transaction Display	Pass/Fail	Pass	
Terminal Addressing	Pass/Fail	Pass	
Retailer Terminal Reports	Pass/Fail	Pass	
Scratch Ticket Sales Scanning	Pass/Fail	Pass	

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	Points Possible	Points Awarded	Comments
Print Player Claim Form	Pass/Fail	Pass	
3.2.1.3 Retailer Lotto Terminal Attachements			
Flat Panel Display	4	3	
Player Transaction Display	4	3	
Self Service Ticket Checker	4	4	Vendor offered a solution that included "LIM" type content on the display and direct connection to central system. (LIM stands for Lottery in Motion which is a term used by Lottery and current vendor for the content on player flat panel displays.)
Lotto Jackpot Signage	4	4	Vendor is offering a three panel jackpot sign.
Wireless Peripherals	4	3	
Rapid Draw Game Monitors	4	3	
3.2.2 Multiple Terminals per Retailer	4	3	
3.2.3 Kiosks and Specialty Retailer Terminals			
Privileged Validation Terminals	4	3	
Wireless Terminals	4	3	
Kiosks	4	2	Lottery testing of kiosk discovered concerns with locking mechanism and intuitiveness of machine operation and maintenance.
Kiosks (Non-Scratch)	4	3	
Big Box Retailer Kiosk	4	4	Vendor offered a solution that could advertise and dispense 25 scratch games which exceeds the offerings from the other vendors.
3.2.4 Additional Retailer Game Support Items	4	3	
3.2.5 Retailer Terminal Security			
Embedded Operating System Security	4	3	
Secure Transmissions	4	3	
Security Requirement Compliance	4	3	
Protection Against Unauthorized Access or Service Disruption	4	2	Lottery has concerns with the vendor's physical security features (open access to peripheral ports) of the retailer terminal
Other Terminal Security Controls	4	3	
Randomness of Easy Picks	4	3	
Total	164	119	

3.3 Communications Network

3.3.1 Network Design and Implementation

All configurations of network must be identified by mfg and model number	Pass/Fail	Pass
Describe standards for wiring the in-store terminal and peripherals	Pass/Fail	Pass
DSL/VSAT/Radio/Cellular/Other	Pass/Fail	Pass
Retailer Network	4	3
Inter-Site Connections	Pass/Fail	Pass
Games Management Network	Pass/Fail	Pass
Lottery Back Office System Connectivity	Pass/Fail	Pass
Administrative Connectivity	Pass/Fail	Pass
Data Center Local Area Networks	Pass/Fail	Pass
Retailer In-Store Installation	4	3

3.3.2 Network Design Features

Fault Tolerance	4	3
Fault Notification	4	3
Secure External Transmissions	4	3

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	Points Possible	Points Awarded	Comments
Incomplete Transaction Protocol	4	3	
Non-Responding or Failing Terminals	4	3	
Communications Outages	4	3	
Commercially Available Communications Protocols	4	3	
Connections to Systems & Networks not Dedicated/Private	4	3	
Network Device Access	4	3	
Principle of Lease Privilege	Pass/Fail	Pass	
Mitigation of Design Limitations	4	3	
Bandwidth (Nominal/Aggregate)	Pass/Fail	Pass	
Single Point of Failure Analysis	4	3	
3.3.3 Network Administration Services			
Terminal Installation/Un-Install & Moves	4	3	
Configuration/Change Management	4	3	
Carrier Interface	4	3	
3.3.4 Network Monitoring and Fault Resolution			
Network Monitoring System	4	3	
Network Event Recording	4	3	
Network Monitoring Protocols	4	3	
Communications Expertise	4	3	
Retailer Hotline Monitoring Network	4	3	
Lottery initiated Network Monitoring	4	3	
Service Level Agreement	4	4	Vendor has offered a 99.9% SLA
3.3.5 Network Conversion	4	3	
3.3.6 Sales Force Field Automation System	4	3	
Total	100	76	

3.4 Software Controls and Data Management

3.4.1 Gaming Software security, control features and functions			
Logging	4	3	
Unique Transaction Number	Pass/Fail	Pass	
Transactions Protected	4	3	
Tickets Not Duplicated	Pass/Fail	Pass	
Liability Levels	Pass/Fail	Pass	
Operator Console Records	Pass/Fail	Pass	
Retailer Spoofing	Pass/Fail	Pass	
One-Time Cashing	Pass/Fail	Pass	
Software Checksums	Pass/Fail	Pass	
Transaction Storage Redundancy	Pass/Fail	Pass	
Game Monitoring	4	3	
Transaction Simulation	4	3	
Secure On & Off Site Storage	Pass/Fail	Pass	
Valid Back-up of Files	Pass/Fail	Pass	
Configuration Management	4	3	
Software Quality Assurance and Acceptance Testing	4	3	
Dynamic Pools	Pass/Fail	Pass	
Ticket Stock Tracking	4	3	

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	Points Possible	Points Awarded	Comments
Dual Security System	4	3	
Anomalous Condition Reporting	4	3	
Incomplete Transaction Protocol	4	3	
Non-Responding or Failing Terminals	4	3	
Communications Outages	4	3	
Scratch/Pull-Tab/InstaPlay Ticket Information Protection	4	3	
Ticket Validation (Reader/Manual)	4	3	
CWA SOAP webservice API	4	3	
3.4.2 Application and database security			
Authentication, Authorization & Access Controls	4	3	
Audit Trail	4	3	
Principle of Least Privilege	Pass/Fail	Pass	
Security Requirement Compliance	Pass/Fail	Pass	
Protection Against Application Compromise or Service Disruption	4	3	
Other Application Security Controls	4	3	
3.4.3 Lotto Games Drawing Controls			
Automatic Close	4	3	
Transactions at Close	4	3	
Drawing Information at Sales Close	4	3	
Manual Winning Number Entry	4	3	
Suspend Sales After Last Drawing	4	3	
Closing, Drawing & Cashing Time Window	4	3	
Roll to Next Day after Problematic Drawing	4	3	
3.4.4 Games Management Application			
3.4.4.1 Games Management Application Access	4	3	
3.4.4.2 Games Management Application Features and Capabilities			
Management Reports	4	3	
Retailer Terminal Management	Pass/Fail	Pass	
Retailer Disablement Codes	Pass/Fail	Pass	
Dual Entry	Pass/Fail	Pass	
Game Control	Pass/Fail	Pass	
Message Groups	Pass/Fail	Pass	
Message Size	Pass/Fail	Pass	
Immediate, Deferrable and Automated Messages	Pass/Fail	Pass	
Player Display Messages	Pass/Fail	Pass	
Ticket Messaging	Pass/Fail	Pass	
Game Monitoring	Pass/Fail	Pass	
Sales & Transaction Research & Reporting	4	3	
Retailer Reports	4	3	
Suspension of Sales	Pass/Fail	Pass	
Ticket Status Adjustment & Monitoring	4	3	
3.4.4.3 Data Warehouse			
Direct Data Access	4	3	
Technical Support & On-going Development	4	3	
3.4.5 Support of Scratch Ticket Transactions at Retailers			
Bar Codes	Pass/Fail	Pass	
Security Grid	Pass/Fail	Pass	

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	Points Possible	Points Awarded	Comments
DSR Transactions	Pass/Fail	Pass	
Pack Delivery & Returns	Pass/Fail	Pass	
Pack Activations	Pass/Fail	Pass	
Scratch Ticket Validation	Pass/Fail	Pass	
Keyless Validation	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Pack Activation Card	Pass/Fail	Pass	
Retailer Status and Reporting	Pass/Fail	Pass	
3.4.6 Support of Pull-tab ticket transactions at retailers			
Bar Codes	Pass/Fail	Pass	
Security Grid	Pass/Fail	Pass	
DSR Transactions	Pass/Fail	Pass	
Pack Delivery & Returns	Pass/Fail	Pass	
Pack Activations	Pass/Fail	Pass	
Pack Returns	Pass/Fail	Pass	
Retailer Pack Verification	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Retailer Reporting	Pass/Fail	Pass	
3.4.7 Claims and Payments			
Validate Winning Tickets in claim period	Pass/Fail	Pass	
Customer Display and Receipts for winning tickets	Pass/Fail	Pass	
Payment Thresholds	Pass/Fail	Pass	
Multi-Draw & Exchange Tickets	Pass/Fail	Pass	
Validation Controls	Pass/Fail	Pass	
Reader & Manual Validation	Pass/Fail	Pass	
3.4.8 Data management and reporting			
Database Access	4	3	
Sales Reporting Tools	4	4	Vendor proposal included a software package that allows creation of "data universes" that can be directly accessed and queried.
Retailer & Financial History	4	3	
Report Exports	4	3	
3.4.9 System interfaces			
Integrated Ticket Information (All Games)	4	3	
Ad-Hoc Server	4	3	
Export & Import Functions	4	3	
Retailer Reporting Website	4	3	
Sales Force Automation Portal	4	3	
3.4.10 Security information practices and reporting			
Fishing Reports	4	3	
Invalid Cashing Attempts	4	3	
Invalid Pack Assignments	4	3	
Excessive Lotto Game Cancels	4	3	
Previously Paid	4	3	
Investigative Support	4	3	
Ticket Stock Tracking	4	3	
Anomaly Reports	4	3	
24/7 Messaging and Call Support	4	3	

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		Points Possible	Points Awarded	Comments
	Transaction Log Report	4	3	
	Automated Report Sending	4	3	
	SQL Reports	4	3	
3.4.11	On-line subscription services			
	Entry Mechanism(s)	4	3	
	Subscription Length	4	3	
	Merging Subscription Plays	4	3	
	Winner Payment	4	3	
	Renewal Notification	4	3	
	Account Management	4	3	
3.4.12	Player registration system			
	Describe a player loyalty program that includes player database, account mgmt, internet games for entertainment.	4	3	
3.4.13	Field access and related applications			
	Route Call / Retailer Contact Management	4	3	
	Sales Performance	4	2	Vendor proposal was very basic and did not include many of the current features employed by the Lottery in its sales force. This is concerning with the potential loss of features and capabilities used by Lottery DSRs to perform job functions.
	Sales Forecasting	4	2	Vendor proposal was very basic and did not include many of the current features currently employed by the Lottery in its sales force. This is concerning with the potential loss of features and capabilities used by Lottery DSRs to perform job functions.
3.4.14	Monitor games			
	Varying Presentation Formats	4	4	Vendor offered extensive content library and ability to present game in varying formats.
	Sales Limit Functionality	4	3	
	Update Capability	4	3	
3.4.15	Mobile Device Application			
	Retail Location Finder	4	3	
	Lotto Play Slip	4	3	
	Lotto Game Information Display	4	3	
	InstaPlay Information Display	4	3	
	Scratch & Pull-Tab Information	4	3	
	Promotions/VIP Club Integration	4	2	Vendor response failed to describe how mobile application would integrate into existing Lottery VIP Club.
	Check Tickets	4	3	
	iGaming	4	3	
3.4.16	Gift Card, Vouchers and Payment Applications			
	Retail Gift Cards	4	2	Vendor doesn't indicate relation with BlackHawk network.
	Pre-Paid Player Account	4	3	
	Legal Compliance/Money Laundering Prevention	4	3	
3.4.17	Internal control system			
	Suppliers	Pass/Fail	Pass	
	ILOT Operations	Pass/Fail	Pass	
3.4.18	Retailer accounting			
	3.4.18.1 Retailer Account Setup			
	Retailer Data	Pass/Fail	Pass	
	Retailer Key Personnel	Pass/Fail	Pass	
	Retailer Configuration	Pass/Fail	Pass	

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	Points Possible	Points Awarded	Comments
Retailer Event & Compliance Tracking	Pass/Fail	Pass	
3.4.18.2 Retailer Tax Accounting	Pass/Fail	Pass	
3.4.18.3 Retailer Accounting Period	Pass/Fail	Pass	
3.4.18.4 Accounting by Retailer Location	Pass/Fail	Pass	
3.4.18.5 Retailer Adjustments & Reimbursements	Pass/Fail	Pass	
3.4.18.6 Tracking for Retailer Changes	Pass/Fail	Pass	
3.4.18.7 Retailer Licensing Process	Pass/Fail	Pass	
3.4.18.8 Retailer Account Management	Pass/Fail	Pass	
3.4.18.9 Chain Accounting	Pass/Fail	Pass	
3.4.18.10 Variable Retailer Commission Rates	Pass/Fail	Pass	
3.4.18.11 Variable Retailer Allowance Rates	Pass/Fail	Pass	
3.4.19 Ticket Accounting			
3.4.19.1 InstaPlay Ticket Accounting	Pass/Fail	Pass	
3.4.19.2 Lotto Ticket Accounting	Pass/Fail	Pass	
3.4.19.3 iGaming Ticket Accounting	Pass/Fail	Pass	
3.4.19.4 Scratch & Pull-Tab Ticket Accounting			
Pack Status Monitoring	Pass/Fail	Pass	
Settlement Information Reporting	Pass/Fail	Pass	
Inventory Record Keeping	Pass/Fail	Pass	
Ticket Validation Records	Pass/Fail	Pass	
Information Protection	Pass/Fail	Pass	
Bar Code Reading	Pass/Fail	Pass	
Multiple Pack Status Attributes	Pass/Fail	Pass	
3.4.20 Inventory Management			
Receiving & Off Loading	4	3	
Inventory History & Current	4	3	
Pack Status Reporting	4	3	
Ticket Stock Transfers & Returns	4	3	
Ticket Pack Monitoring & Control Functions	4	3	
Secure Destruction	4	3	
Full & Partial Pack Returns	4	3	
Pack Status Security Grid	4	3	
DSR Inventory Transactions	4	4	Vendor offered ability for DSR to remotely perform inventory transactions from iLook.
Full & Partial Pack Life Cycle	4	3	
3.4.20.1 Trunk Stock Delivery Method	4	3	
3.4.20.2 Courier Delivery Method			
Equipment to Process Courier Orders	4	3	
Order Generation	4	3	
Implementation	4	3	
Total	368	275	

3.5 Games and Marketing

3.5.1 Corporate marketing support			
Marketing Strategy Meetings	4	3	
State of the Industry Presentation	4	3	
Gaming Product Planning	4	3	

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	Points Possible	Points Awarded	Comments
Gaming Concept Design & Development	4	3	
Local Marketing Support Person	4	3	
3.5.2 Games Menu			
Current & Additional Games and Play Types	4	3	
Association Based Games	4	3	
Third Party Games	4	3	
3.5.3 Promotional features (entry forms, buy X get Y, free play, raffle, etc.)			
Capable of Supporting Broad Range of Features	4	3	
Promotions Generator Capability	4	3	
Tracking and Reporting Functions	4	3	
3.5.4 Scratch Game Support			
Handle all Scratch Ticket Related Transactions	Pass/Fail	Pass	
Activations	Pass/Fail	Pass	
Returns	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Validation	Pass/Fail	Pass	
Scratch Product Flexibility	Pass/Fail	Pass	
Inventory	Pass/Fail	Pass	
Reports	Pass/Fail	Pass	
3.5.5 Pull-tab game support			
Handle all Pull-Tab Ticket Related Transactions	Pass/Fail	Pass	
Activations	Pass/Fail	Pass	
Returns	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Retailer Pack Verification	Pass/Fail	Pass	
Inventory	Pass/Fail	Pass	
Reports	Pass/Fail	Pass	
Terminal Setup/Controls	Pass/Fail	Pass	
3.5.6 External Coupons	4	3	
3.5.7 System-Generated Coupons	4	3	
3.5.8 InstaPlay Game Support	4	2	Vendor failed to describe a conversion plan specific to Iowa.
Total	56	41	

3.6 Successful Vendor Facilities and Disaster Recovery Plan

3.6.1 Primary data center specifications			
3.6.1.1 Environment & Security at Primary Data Center			
Emergency Exit Doors	Pass/Fail	Pass	
Locking Devices	Pass/Fail	Pass	
CCTV	Pass/Fail	Pass	
Automated Fire Extinguishing Method	Pass/Fail	Pass	
Fire Safety Construction	Pass/Fail	Pass	
Air Conditioning System Capacity	Pass/Fail	Pass	
Uninterruptible Power Supplies	Pass/Fail	Pass	
Audits	Pass/Fail	Pass	
3.6.1.2 Vendor Supplied Lottery Facilities			
Lottery Services	Pass/Fail	Pass	

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	Points Possible	Points Awarded	Comments
Lottery Space	Pass/Fail	Pass	
Separate Entry/Exit	Pass/Fail	Pass	
Parking	Pass/Fail	Pass	
Secured Space	Pass/Fail	Pass	
3.6.2 Backup data center			
Identified	Pass/Fail	Pass	
More than 50 miles from Primary	Pass/Fail	Pass	
Staffed during Lottery hours	Pass/Fail	Pass	
3.6.3 Training Facilities for Conversion and Ongoing	Pass/Fail	Pass	
3.6.4 Testing Room at Lottery Headquarters	Pass/Fail	Pass	
3.6.5 Service Centers and Depots	Pass/Fail	Pass	
3.6.6 System Disaster Recovery Plan	Pass/Fail	Pass	
3.6.7 Successful Vendor Corporate Infrastructure Protection Plan	Pass/Fail	Pass	
3.6.8 Ticket Warehouse & Distribution Services			
Warehousing and Distribution Process Description	4	3	
Location	Pass/Fail	Pass	
ADA Compliant	Pass/Fail	Pass	
Designated Secure Storage for Scratch & Pull-Tab Tickets	4	2	Vendor proposal colocates CGS operations site and warehouse site. Space proposed is 2300 sqft less than Lottery's current location.
Shipping and Handling Charges	4	3	
Total	12	8	

3.7 Staffing, Services, and Operations Security Plan

3.7.1 Vendor Personnel			
Implementation & Conversion Staff	4	3	
On-going Lottery Operations Staff	4	3	
Resumes	4	3	
Key Staff Continuity	4	3	
Staffing Levels	4	3	
3.7.2 Operations services			
Data Center Operations Duties	4	3	
Secure Operating Principle	4	3	
3.7.3 Terminal Provisioning Services: Moves, Adds, Changes, Removal	4	3	
3.7.4 Support of the Lottery's Partnership with Retailers	Pass/Fail	Pass	
3.7.5 Retailer Training Programs, Initial and Ongoing			
Retailer Instruction	Pass/Fail	Pass	
Training Program Contents	4	3	
Training Security	4	3	
Training Materials & User Documentation	4	3	
3.7.6 Lottery Staff Training			
Customized Training	Pass/Fail	Pass	
Training Methods and Tools	4	4	Vendor provided detailed plan of training methods and tools that covered all functional areas of the CGS and identified Lottery groups the training may be useful.
3.7.7 Retailer Consumables Supply			
Play Slips, Ticket Stock, Terminal Supplies & Manuals	Pass/Fail	Pass	
Consumables Design	Pass/Fail	Pass	

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	Points Possible	Points Awarded	Comments
Testing and Training	Pass/Fail	Pass	
Multiple Suppliers	Pass/Fail	Pass	
3.7.8 Retailer Equipment Maintenance Program			
Terminal & Kiosk Maintenance	Pass/Fail	Pass	
Preventative Maintenance Schedule	4	3	
Terminal & Kiosk Parts Supply	Pass/Fail	Pass	
Terminal & Kiosk Repair & Maintenance Reporting	Pass/Fail	Pass	
Maintenance System	4	3	
Staffing & Hours	4	3	
Retailer Hotline Services	Pass/Fail	Pass	
3.7.9 Other Host, Systems, and Network Equipment Maintenance	Pass/Fail	Pass	
3.7.10 Technical support systems			
Software Supported w/ Quarterly Releases	4	3	
Quality Assurance & Acceptance Testing	4	4	Vendor proposal had a comprehensive response that detailed a step by step QA approach including test plans, scripts and cases. Vendor also offered to share test scripts with Lottery.
Shared Records for Change Management	4	4	Vendor described a use of known project management tool (JIRA) for approvals, documentation and workflows for shared access of change management.
3.7.11 System Change Control and Configuration Management			
Approved Changes Only	Pass/Fail	Pass	
Change Introduction	Pass/Fail	Pass	
Checksums	Pass/Fail	Pass	
Component Identification	Pass/Fail	Pass	
Traceability of Components	Pass/Fail	Pass	
Change Tracking	Pass/Fail	Pass	
Configuration Status & Inventory	Pass/Fail	Pass	
Documentation	Pass/Fail	Pass	
3.7.12 Operations Security Plan			
Business Impact Analysis	4	3	
Risk, Threat & Vulnerability Analysis	4	3	
Security Strategy	4	3	
Personnel Security Practices	4	3	
Physical Security Practices	4	3	
Data Security	4	3	
Systems Security	4	3	
Network Security	4	3	
Terminal Security	4	3	
Communications Access Security Applications and Data Security	4	3	
Patch Management	4	3	
Incident Response	4	3	
Protection of Software & Other Copyrighted Materials	4	3	
Plan Evaluation	4	3	
Security Awareness Training	4	3	
Plan Maintenance	4	3	
Network & Server Maps & Diagrams	4	3	
Security Protocol Description	4	3	
3.7.13 Electronic Media, Computer Room Paper, Supplies	Pass/Fail	Pass	

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	Points Possible	Points Awarded	
3.7.14 Trouble Tracking, Dispatch, and Reporting System (hotline support)			
Tracking & Reporting of Retailer Reported Problems	4	3	
Maintenance Information	4	3	
Call System Management (Staffing, Reporting & Recording)	4	3	
3.7.15 Operations According to Association Rules and Standards	Pass/Fail	Pass	
Total	156	120	

3.8 Implementation

3.8.1 Conversion Strategy			
Minimizing Conversion Limitations	4	2	Vendor has only performed one conversion in the continental U.S in the last 10 years according to the vendor's proposal. The Lottery is concerned this lack of recent experience may negatively impact a system conversion launch.
Avoiding System Failures & Outages	4	3	
Maintaining Good Retailer Relations	4	3	
Minimal Disruption to Selling Tickets & Prize Validation	4	3	
3.8.2 Formal Implementation Plan	4	3	
3.8.3 Interim Facilities and Processes	4	3	
3.8.4 Installation and Lottery Acceptance Testing			
Schedule	4	3	
Documentation & Support	4	3	
Ticket Stock Testing	4	3	
Randomizer Testing	4	3	
Release Notes	4	3	
Entry & Exit Criteria	4	3	
3.8.5 Project Reporting and Monitoring	4	3	
3.8.6 Validation After Conversion	4	3	
3.8.7 Historical Data	4	3	
Total	60	44	

3.9 Vendor Corporate Capability

3.9.1 Corporate Background Review	4	3	
3.9.2 Gaming Systems Experience	4	3	
3.9.3 Pending Workload			
Must provide timeline of project commitments	4	3	
3.9.4 Contract Performance			
Must state and implementation delays, terminations, suspensions, LD's for vendor and any subcontractors	4	3	
3.9.5 Manufacturing Capabilities for Terminals			
Must describe mfg plans and quality	4	3	
3.9.6 Software Development and Support Capabilities			
Must describe software development plans and quality	4	3	
3.9.7 Project Management Capabilities	4	3	
3.9.8 Security Management Capabilities	4	3	
3.9.9 Communications Capabilities	4	3	

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	Points Possible	Points Awarded	Comments
3.9.10 Research and Development Program			
Must describe resources for continued R&D for terminal design, communications, network planning	4	3	
3.9.11 Financial Viability	4	3	
Total	44	33	
4 New and Emerging Gaming Opportunities			
4.1 Internet/Mobile Games			
Current Internet/Mobile Gaming Operations	4	3	
Types of Games	4	3	
Promotions Offered	4	3	
Brick & Mortar Support Programs	4	3	
Age and Geogating	4	3	
Payment Solutions	4	3	
Separate or Integrated System	4	3	
Vendor Cooperation	4	3	
MUSL Security Requirements	4	3	
Responsible Gaming Protocols	4	3	
iGaming Library	4	3	
4.2 In-Lane Sales Utilizing Application Programming Interfaces (API)			
Current In-Lane Operations Vendor is Engaged	4	3	
Support API from 3rd Parties	4	3	
Games Sold In-Lane	4	3	
MUSL Security Requirements	4	3	
Sales Reporting Capabilities	4	3	
System/Network Infrastructure Capabilities	4	3	
4.3 Sports Wagering	4	3	
4.4 Real-Time Accounting for Scratch Tickets	4	3	
4.5 Additional Non-Traditional Gaming and Non-Gaming Capabilities	4	3	
4.6 Retailer Benefits and Recognition Programs	4	3	
4.7 Vendor System Customer Resource Planning, Management and Analytical Tools	4	3	
Total	88	66	

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	Points Possible	Points Awarded	Comments
3.1 Central configuration			
3.1.1 Gaming Host Systems at Primary Data Center			
Transaction Processing/Database/Games Administration Hosts	Pass/Fail	Pass	
Failover Capabilities	Pass/Fail	Pass	
Operations Procedures	Pass/Fail	Pass	
Time Synchronization	Pass/Fail	Pass	
Host Location	Pass/Fail	Pass	
Disaster Recovery	Pass/Fail	Pass	
3.1.2 Gaming Host Systems at Backup Data Center			
Back-up Gaming System Host	4	3	
Gaming System Back-up Mirroring Primary	4	3	
Back-ups located in contiguous 48 states	4	3	
Time synchronization	Pass/Fail	Pass	
Disaster Recovery	Pass/Fail	Pass	
3.1.3 Lottery Acceptance Testing System			
Ready 180 Days Prior to Production Start	Pass/Fail	Pass	
Lottery Terminal Retailers	Pass/Fail	Pass	
Testing System Communications	Pass/Fail	Pass	
Secure Connections	Pass/Fail	Pass	
Vendor Separate Test System	Pass/Fail	Pass	
3.1.4 Internal control system configuration	Pass/Fail	Pass	
3.1.5 Gaming system quantitative performance criteria			
Initially support 2,600 terminals expandable up to 5,000	Pass/Fail	Pass	
iGaming sales support	Pass/Fail	Pass	
50,000 sales transactions per minute continuously and 5,000 validation and cancel	Pass/Fail	Pass	
Single play lotto ticket produced in 4 sec and ability to sell minimum of 100 single play	Pass/Fail	Pass	
Multiplay lotto tickets produced in 6 sec all other transactions in 5 sec	Pass/Fail	Pass	
Sell 100 single play quick pick tickets w/o operator re-entry	Pass/Fail	Pass	
System Capacity	Pass/Fail	Pass	
Process a Play Slip	Pass/Fail	Pass	
Primary data center and Back-up data center recovery 2 minutes	Pass/Fail	Pass	
Support current ILOT portfolio, meet retention requirements and process play slips	Pass/Fail	Pass	
3.1.6 Systems management and monitoring			
Failure automated alarm notification to computer operator	4	3	
Describe systems monitoring applications, features and services available	4	3	
3.1.7 Operating Hours	4	3	
3.1.8 Host Systems Security			
System access controls, procedures and auditing	4	3	
Authentication, authorization and access control descriptions	4	3	
Principle of least privilege, granularity or access controls	4	3	
Security Requirement Compliance	4	3	

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	Points Possible	Points Awarded	Comments
Protection against unauthorized access and service disruption	4	3	
System security controls, physical and logical access controls	4	3	
Total	48	36	

3.2 Retailer Terminals

3.2.1 Retailer on-line terminal hardware

Able to supply 2600 terminals at conversion	Pass/Fail	Pass	
Flat panel display adjustable stands 7" - 27" from bottom of flat panel display	4	4	Telescoping pole in sample terminal exceeded 27" height requirement
Additional terminals, displays checkers for training, testing and spares	Pass/Fail	Pass	
3.2.1.2 Features & Functions			
Dimensions & Weight of terminals & peripherals listed	4	3	
Retailer Touch Screen:	4	3	
Ticket Printer	4	3	
Software Loading	4	3	
Secure Sign-on to the terminal requiring a password that is easily changed without technician	Pass/Fail	Pass	
User Interface minimizes keystrokes and navigation through nested screens	4	3	
Play Slip & Document Scanner/Reader	4	3	
Random Play Generator	4	3	
Ticket Serial Numbers	4	3	
Lotto/InstaPlay Ticket Reader	4	3	
Scratch Ticket Reader	4	3	
Pull-Tab Ticket Reader	4	3	
Training Mode	4	3	
Self Diagnostics	4	3	
Transaction Integrity with Consumables Fault	4	3	
Universal Serial Bus	4	3	
Environmental Fitness	4	3	
Memory & Storage	4	3	
Casework Color	Pass/Fail	Pass	
Sound Generator	Pass/Fail	Pass	
Broadcast Messages	4	3	
Large Dollar Transaction Verification for Purchases and Validations	4	3	
Previous Transaction Listing	4	3	
Cancellations	Pass/Fail	Pass	
Validation Limits	Pass/Fail	Pass	
Terminal Case Design for Safety	4	4	Vendor's terminal physically and logically secured against electronic and electrical component tampering from unauthorized access.
Last Transaction Display	Pass/Fail	Pass	
Terminal Addressing	Pass/Fail	Pass	

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	Points Possible	Points Awarded	Comments
Retailer Terminal Reports	Pass/Fail	Pass	
Scratch Ticket Sales Scanning	Pass/Fail	Pass	
Print Player Claim Form	Pass/Fail	Pass	
3.2.1.3 Retailer Lotto Terminal Attachments			
Flat Panel Display	4	4	Vendor is offering 150 additional units beyond the 2600 requested at no additional charge.
Player Transaction Display	4	3	Vendor is offering 150 additional units beyond the 100 requested at no additional charge. The Lottery does not view this as value added since these displays are minimal use in the retail environment and we expect the use of these to decrease in the future.
Self Service Ticket Checker	4	3	Vendor is offering 150 units at no additional cost however wireless connectivity range is limited as compared to solutions from other vendors.
Lotto Jackpot Signage	4	3	
Wireless Peripherals	4	3	
Rapid Draw Game Monitors	4	3	
3.2.2 Multiple Terminals per Retailer	4	3	
3.2.3 Kiosks and Specialty Retailer Terminals			
Privileged Validation Terminals	4	3	
Wireless Terminals	4	3	
Kiosks	4	3	
Kiosks (Non-Scratch)	4	3	
Big Box Retailer Kiosk	4	3	
3.2.4 Additional Retailer Game Support Items	4	3	
3.2.5 Retailer Terminal Security			
Embedded Operating System Security	4	3	
Secure Transmissions	4	3	
Security Requirement Compliance	4	3	
Protection Against Unauthorized Access or Service Disruption	4	4	Vendor's physical and logical security features exceed Lottery expectations and features offered from other vendors.
Other Terminal Security Controls	4	3	
Randomness of Easy Picks	4	3	
Total	164	127	

3.3 Communications Network

3.3.1 Network Design and Implementation

All configurations of network must be identified by mfg and model number	Pass/Fail	Pass	
Describe standards for wiring the in-store terminal and peripherals	Pass/Fail	Pass	
DSL/VSAT/Radio/Cellular/Other	Pass/Fail	Pass	
Retailer Network	4	4	Dual comms at 90% of Lottery retailers.

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	Points Possible	Points Awarded	Comments
Inter-Site Connections	Pass/Fail	Pass	
Games Management Network	Pass/Fail	Pass	
Lottery Back Office System Connectivity	Pass/Fail	Pass	
Administrative Connectivity	Pass/Fail	Pass	
Data Center Local Area Networks	Pass/Fail	Pass	
Retailer In-Store Installation	4	3	
3.3.2 Network Design Features			
Fault Tolerance	4	3	
Fault Notification	4	3	
Secure External Transmissions	4	3	
Incomplete Transaction Protocol	4	3	
Non-Responding or Failing Terminals	4	3	
Communications Outages	4	3	
Commercially Available Communications Protocols	4	3	
Connections to Systems & Networks not Dedicated/Private	4	3	
Network Device Access	4	3	
Principle of Least Privilege	Pass/Fail	Pass	
Mitigation of Design Limitations	4	3	
Bandwidth (Nominal/Aggregate)	Pass/Fail	Pass	
Single Point of Failure Analysis	4	3	
3.3.3 Network Administration Services			
Terminal Installation/Un-Install & Moves	4	3	
Configuration/Change Management	4	3	
Carrier Interface	4	3	
3.3.4 Network Monitoring and Fault Resolution			
Network Monitoring System	4	3	
Network Event Recording	4	3	
Network Monitoring Protocols	4	3	
Communications Expertise	4	3	
Retailer Hotline Monitoring Network	4	3	
Lottery initiated Network Monitoring	4	3	
Service Level Agreement	4	4	Vendor has offered a 99.9% SLA
3.3.5 Network Conversion	4	4	Vendor not only acknowledged ability to satisfy criteria but detailed plan to accomplish conversion.
3.3.6 Sales Force Field Automation System	4	3	
Total	100	78	

3.4 Software Controls and Data Management

3.4.1 Gaming Software security, control features and functions

Logging	4	3	
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	Points Possible	Points Awarded	Comments
Unique Transaction Number	Pass/Fail	Pass	
Transactions Protected	4	3	
Tickets Not Duplicated	Pass/Fail	Pass	
Liability Levels	Pass/Fail	Pass	
Operator Console Records	Pass/Fail	Pass	
Retailer Spoofing	Pass/Fail	Pass	
One-Time Cashing	Pass/Fail	Pass	
Software Checksums	Pass/Fail	Pass	
Transaction Storage Redundancy	Pass/Fail	Pass	
Game Monitoring	4	3	
Transaction Simulation	4	3	
Secure On & Off Site Storage	Pass/Fail	Pass	
Valid Back-up of Files	Pass/Fail	Pass	
Configuration Management	4	3	
Software Quality Assurance and Acceptance Testing	4	3	
Dynamic Pools	Pass/Fail	Pass	
Ticket Stock Tracking	4	3	
Dual Security System	4	2	Recent MUSL review of Lottery Dual Security System communicated concerns with the solution of vendors. To date evidence of a working production system with this vendor has not been verified.
Anomalous Condition Reporting	4	4	Vendor including additional anomaly and analytic monitoring software.
Incomplete Transaction Protocol	4	3	
Non-Responding or Failing Terminals	4	3	
Communications Outages	4	3	
Scratch/Pull-Tab/InstaPlay Ticket Information Protection	4	3	
Ticket Validation (Reader/Manual)	4	3	
CWA SOAP webservice API	4	3	
3.4.2 Application and database security			
Authentication, Authorization & Access Controls	4	3	
Audit Trail	4	3	
Principle of Least Privilege	Pass/Fail	Pass	
Security Requirement Compliance	Pass/Fail	Pass	
Protection Against Application Compromise or Service Disruption	4	3	
Other Application Security Controls	4	3	
3.4.3 Lotto Games Drawing Controls			
Automatic Close	4	3	
Transactions at Close	4	3	
Drawing Information at Sales Close	4	3	
Manual Winning Number Entry	4	3	
Suspend Sales After Last Drawing	4	3	

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	Points Possible	Points Awarded	Comments
Closing, Drawing & Cashing Time Window	4	3	
Roll to Next Day after Problematic Drawing	4	3	
3.4.4 Games Management Application			
3.4.4.1 Games Management Application Access	4	3	
3.4.4.2 Games Management Application Features and Capabilities			
Management Reports	4	3	
Retailer Terminal Management	Pass/Fail	Pass	
Retailer Disablement Codes	Pass/Fail	Pass	
Dual Entry	Pass/Fail	Pass	
Game Control	Pass/Fail	Pass	
Message Groups	Pass/Fail	Pass	
Message Size	Pass/Fail	Pass	
Immediate, Deferrable and Automated Messages	Pass/Fail	Pass	
Player Display Messages	Pass/Fail	Pass	
Ticket Messaging	Pass/Fail	Pass	
Game Monitoring	Pass/Fail	Pass	
Sales & Transaction Research & Reporting	4	3	
Retailer Reports	4	3	
Suspension of Sales	Pass/Fail	Pass	
Ticket Status Adjustment & Monitoring	4	3	
3.4.4.3 Data Warehouse			
Direct Data Access	4	3	
Technical Support & On-going Development	4	3	
3.4.5 Support of Scratch Ticket Transactions at Retailers			
Bar Codes	Pass/Fail	Pass	
Security Grid	Pass/Fail	Pass	
DSR Transactions	Pass/Fail	Pass	
Pack Delivery & Returns	Pass/Fail	Pass	
Pack Activations	Pass/Fail	Pass	
Scratch Ticket Validation	Pass/Fail	Pass	
Keyless Validation	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Pack Activation Card	Pass/Fail	Pass	
Retailer Status and Reporting	Pass/Fail	Pass	
3.4.6 Support of Pull-tab ticket transactions at retailers			
Bar Codes	Pass/Fail	Pass	
Security Grid	Pass/Fail	Pass	
DSR Transactions	Pass/Fail	Pass	
Pack Delivery & Returns	Pass/Fail	Pass	
Pack Activations	Pass/Fail	Pass	
Pack Returns	Pass/Fail	Pass	

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	Points Possible	Points Awarded	Comments
Retailer Pack Verification	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Retailer Reporting	Pass/Fail	Pass	
3.4.7 Claims and Payments			
Validate Winning Tickets in claim period	Pass/Fail	Pass	
Customer Display and Receipts for winning tickets	Pass/Fail	Pass	
Payment Thresholds	Pass/Fail	Pass	
Multi-Draw & Exchange Tickets	Pass/Fail	Pass	
Validation Controls	Pass/Fail	Pass	
Reader & Manual Validation	Pass/Fail	Pass	
3.4.8 Data management and reporting			
Database Access	4	3	
Sales Reporting Tools	4	3	
Retailer & Financial History	4	3	
Report Exports	4	3	
3.4.9 System interfaces			
Integrated Ticket Information (All Games)	4	3	
Ad-Hoc Server	4	3	
Export & Import Functions	4	3	
Retailer Reporting Website	4	3	
Sales Force Automation Portal	4	3	
3.4.10 Security information practices and reporting			
Fishing Reports	4	3	
Invalid Cashing Attempts	4	3	
Invalid Pack Assignments	4	3	
Excessive Lotto Game Cancels	4	3	
Previously Paid	4	3	
Investigative Support	4	3	
Ticket Stock Tracking	4	3	
Anomaly Reports	4	3	
24/7 Messaging and Call Support	4	3	
Transaction Log Report	4	3	
Automated Report Sending	4	3	
SQL Reports	4	3	
3.4.11 On-line subscription services			
Entry Mechanism(s)	4	3	
Subscription Length	4	3	
Merging Subscription Plays	4	3	
Winner Payment	4	3	
Renewal Notification	4	3	
Account Management	4	3	

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	Points Possible	Points Awarded	Comments
3.4.12 Player registration system			
Describe a player loyalty program that includes player database, account mgmt, internet games for entertainment.	4	3	
3.4.13 Field access and related applications			
Route Call / Retailer Contact Management	4	4	Vendor proposal exceeds expectations with additional features and capabilities such as Always On, Photo/Video, Agile Platform, Corp. Acct Mgmt and Single Sign on.
Sales Performance	4	3	
Sales Forecasting	4	4	Vendor proposal exceeds expectations with additional features and capabilities such as Always On, Photo/Video, Agile Platform, Corp. Acct Mgmt and Single Sign on.
3.4.14 Monitor games			
Varying Presentation Formats	4	4	Vendor offered extensive content library with many varied formats.
Sales Limit Functionality	4	3	
Update Capability	4	4	Vendor shared in proposal market insights with scratch ticket correlations and potential use of fast draw system to automate Lottery Pick 3 & 4 games.
3.4.15 Mobile Device Application			
Retail Location Finder	4	3	
Lotto Play Slip	4	3	
Lotto Game Information Display	4	3	
InstaPlay Information Display	4	3	
Scratch & Pull-Tab Information	4	3	
Promotions/VIP Club Integration	4	3	
Check Tickets	4	2	Vendor is unable to commit to logging IP addresses until post award.
iGaming	4	3	
3.4.16 Gift Card, Vouchers and Payment Applications			
Retail Gift Cards	4	3	
Pre-Paid Player Account	4	3	
Legal Compliance/Money Laundering Prevention	4	3	
3.4.17 Internal control system			
Suppliers	Pass/Fail	Pass	
ILOT Operations	Pass/Fail	Pass	
3.4.18 Retailer accounting			
3.4.18.1 Retailer Account Setup			
Retailer Data	Pass/Fail	Pass	
Retailer Key Personnel	Pass/Fail	Pass	
Retailer Configuration	Pass/Fail	Pass	
Retailer Event & Compliance Tracking	Pass/Fail	Pass	
3.4.18.2 Retailer Tax Accounting	Pass/Fail	Pass	
3.4.18.3 Retailer Accounting Period	Pass/Fail	Pass	

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	Points Possible	Points Awarded	Comments
3.4.18.4 Accounting by Retailer Location	Pass/Fail	Pass	
3.4.18.5 Retailer Adjustments & Reimbursements	Pass/Fail	Pass	
3.4.18.6 Tracking for Retailer Changes	Pass/Fail	Pass	
3.4.18.7 Retailer Licensing Process	Pass/Fail	Pass	
3.4.18.8 Retailer Account Management	Pass/Fail	Pass	
3.4.18.9 Chain Accounting	Pass/Fail	Pass	
3.4.18.10 Variable Retailer Commission Rates	Pass/Fail	Pass	
3.4.18.11 Variable Retailer Allowance Rates	Pass/Fail	Pass	
3.4.19 Ticket Accounting			
3.4.19.1 InstaPlay Ticket Accounting	Pass/Fail	Pass	
3.4.19.2 Lotto Ticket Accounting	Pass/Fail	Pass	
3.4.19.3 iGaming Ticket Accounting	Pass/Fail	Pass	
3.4.19.4 Scratch & Pull-Tab Ticket Accounting			
Pack Status Monitoring	Pass/Fail	Pass	
Settlement Information Reporting	Pass/Fail	Pass	
Inventory Record Keeping	Pass/Fail	Pass	
Ticket Validation Records	Pass/Fail	Pass	
Information Protection	Pass/Fail	Pass	
Bar Code Reading	Pass/Fail	Pass	
Multiple Pack Status Attributes	Pass/Fail	Pass	
3.4.20 Inventory Management			
Receiving & Off Loading	4	3	
Inventory History & Current	4	3	
Pack Status Reporting	4	3	
Ticket Stock Transfers & Returns	4	3	
Ticket Pack Monitoring & Control Functions	4	3	
Secure Destruction	4	3	
Full & Partial Pack Returns	4	3	
Pack Status Security Grid	4	3	
DSR Inventory Transactions	4	3	
Full & Partial Pack Life Cycle	4	3	
3.4.20.1 Trunk Stock Delivery Method	4	3	
3.4.20.2 Courier Delivery Method			
Equipment to Process Courier Orders	4	3	
Order Generation	4	3	
Implementation	4	3	
Total	368	279	

3.5 Games and Marketing

3.5.1 Corporate marketing support

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	Points Possible	Points Awarded	Comments
Marketing Strategy Meetings	4	3	
State of the Industry Presentation	4	3	
Gaming Product Planning	4	3	
Gaming Concept Design & Development	4	4	Vendor offered additional \$20K in market research
Local Marketing Support Person	4	3	
3.5.2 Games Menu			
Current & Additional Games and Play Types	4	3	
Association Based Games	4	3	
Third Party Games	4	3	
3.5.3 Promotional features (entry forms, buy X get Y, free play, raffle, etc.)			
Capable of Supporting Broad Range of Features	4	3	
Promotions Generator Capability	4	3	
Tracking and Reporting Functions	4	4	Vendor reporting tool shows promotion results clearly and graphically.
3.5.4 Scratch Game Support			
Handle all Scratch Ticket Related Transactions	Pass/Fail	Pass	
Activations	Pass/Fail	Pass	
Returns	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Validation	Pass/Fail	Pass	
Scratch Product Flexibility	Pass/Fail	Pass	
Inventory	Pass/Fail	Pass	
Reports	Pass/Fail	Pass	
3.5.5 Pull-tab game support			
Handle all Pull-Tab Ticket Related Transactions	Pass/Fail	Pass	
Activations	Pass/Fail	Pass	
Returns	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Retailer Pack Verification	Pass/Fail	Pass	
Inventory	Pass/Fail	Pass	
Reports	Pass/Fail	Pass	
Terminal Setup/Controls	Pass/Fail	Pass	
3.5.6 External Coupons	4	3	
3.5.7 System-Generated Coupons	4	3	
3.5.8 InstaPlay Game Support	4	3	
Total	56	44	

3.6 Successful Vendor Facilities and Disaster Recovery Plan

3.6.1 Primary data center specifications

3.6.1.1 Environment & Security at Primary Data Center

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	Points Possible	Points Awarded	Comments
Emergency Exit Doors	Pass/Fail	Pass	
Locking Devices	Pass/Fail	Pass	
CCTV	Pass/Fail	Pass	
Automated Fire Extinguishing Method	Pass/Fail	Pass	
Fire Safety Construction	Pass/Fail	Pass	
Air Conditioning System Capacity	Pass/Fail	Pass	
Uninterruptible Power Supplies	Pass/Fail	Pass	
Audits	Pass/Fail	Pass	
3.6.1.2 Vendor Supplied Lottery Facilities			
Lottery Services	Pass/Fail	Pass	
Lottery Space	Pass/Fail	Pass	
Separate Entry/Exit	Pass/Fail	Pass	
Parking	Pass/Fail	Pass	
Secured Space	Pass/Fail	Pass	
3.6.2 Backup data center			
Identified	Pass/Fail	Pass	
More than 50 miles from Primary	Pass/Fail	Pass	
Staffed during Lottery hours	Pass/Fail	Pass	
3.6.3 Training Facilities for Conversion and Ongoing	Pass/Fail	Pass	
3.6.4 Testing Room at Lottery Headquarters	Pass/Fail	Pass	
3.6.5 Service Centers and Depots	Pass/Fail	Pass	
3.6.6 System Disaster Recovery Plan	Pass/Fail	Pass	
3.6.7 Successful Vendor Corporate Infrastructure Protection Plan	Pass/Fail	Pass	
3.6.8 Ticket Warehouse & Distribution Services			
Warehousing and Distribution Process Description	4	3	
Location	Pass/Fail	Pass	
ADA Compliant	Pass/Fail	Pass	
Designated Secure Storage for Scratch & Pull-Tab Tickets	4	3	
Shipping and Handling Charges	4	3	
Total	12	9	

3.7 Staffing, Services, and Operations Security Plan

3.7.1 Vendor Personnel			
Implementation & Conversion Staff	4	3	
On-going Lottery Operations Staff	4	3	
Resumes	4	3	
Key Staff Continuity	4	3	
Staffing Levels	4	3	
3.7.2 Operations services			
Data Center Operations Duties	4	3	

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	Points Possible	Points Awarded	Comments
Secure Operating Principle	4	3	
3.7.3 Terminal Provisioning Services: Moves, Adds, Changes, Removal	4	3	
3.7.4 Support of the Lottery's Partnership with Retailers	Pass/Fail	Pass	
3.7.5 Retailer Training Programs, Initial and Ongoing			
Retailer Instruction	Pass/Fail	Pass	
Training Program Contents	4	3	
Training Security	4	3	
Training Materials & User Documentation	4	3	
3.7.6 Lottery Staff Training			
Customized Training	Pass/Fail	Pass	
Training Methods and Tools	4	2	Vendor proposal stated that Lottery staff know their system and will require little training outside of new modules. The Lottery would prefer an approach that would allow a fresh look at the CGS for existing and newer staff.
3.7.7 Retailer Consumables Supply			
Play Slips, Ticket Stock, Terminal Supplies & Manuals	Pass/Fail	Pass	
Consumables Design	Pass/Fail	Pass	
Testing and Training	Pass/Fail	Pass	
Multiple Suppliers	Pass/Fail	Pass	
3.7.8 Retailer Equipment Maintenance Program			
Terminal & Kiosk Maintenance	Pass/Fail	Pass	
Preventative Maintenance Schedule	4	3	
Terminal & Kiosk Parts Supply	Pass/Fail	Pass	
Terminal & Kiosk Repair & Maintenance Reporting	Pass/Fail	Pass	
Maintenance System	4	3	
Staffing & Hours	4	3	
Retailer Hotline Services	Pass/Fail	Pass	
3.7.9 Other Host, Systems, and Network Equipment Maintenance	Pass/Fail	Pass	
3.7.10 Technical support systems			
Software Supported w/ Quarterly Releases	4	3	
Quality Assurance & Acceptance Testing	4	3	
Shared Records for Change Management	4	3	
3.7.11 System Change Control and Configuration Management			
Approved Changes Only	Pass/Fail	Pass	
Change Introduction	Pass/Fail	Pass	
Checksums	Pass/Fail	Pass	
Component Identification	Pass/Fail	Pass	
Traceability of Components	Pass/Fail	Pass	
Change Tracking	Pass/Fail	Pass	
Configuration Status & Inventory	Pass/Fail	Pass	
Documentation	Pass/Fail	Pass	

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	Points Possible	Points Awarded	Comments
3.7.12 Operations Security Plan			
Business Impact Analysis	4	3	Vendor proposal included in base price a cyber risk management and analytical tool.
Risk, Threat & Vulnerability Analysis	4	4	
Security Strategy	4	3	
Personnel Security Practices	4	3	
Physical Security Practices	4	3	
Data Security	4	3	
Systems Security	4	3	
Network Security	4	3	
Terminal Security	4	3	
Communications Access Security Applications and Data Security	4	3	
Patch Management	4	3	
Incident Response	4	3	
Protection of Software & Other Copyrighted Materials	4	3	
Plan Evaluation	4	3	
Security Awareness Training	4	3	
Plan Maintenance	4	3	
Network & Server Maps & Diagrams	4	3	
Security Protocol Description	4	3	
3.7.13 Electronic Media, Computer Room Paper, Supplies	Pass/Fail	Pass	
3.7.14 Trouble Tracking, Dispatch, and Reporting System (hotline support)			
Tracking & Reporting of Retailer Reported Problems	4	3	
Maintenance Information	4	3	
Call System Management (Staffing, Reporting & Recording)	4	3	
3.7.15 Operations According to Association Rules and Standards	Pass/Fail	Pass	
Total	156	117	

3.8 Implementation

3.8.1 Conversion Strategy			
Minimizing Conversion Limitations	4	3	Vendor implementation would only require retailers to work with one Field Service Technician (FST) instead of two. Phased approach means no additional terminals and associated equipment on the counter space of the retailers.
Avoiding System Failures & Outages	4	3	
Maintaining Good Retailer Relations	4	4	
Minimal Disruption to Selling Tickets & Prize Validation	4	4	
3.8.2 Formal Implementation Plan	4	3	Vendor implementation requires 5-10 minute time window to change retailer terminals. Phased approach means no additional terminals and associated equipment on the counter space of the retailers.

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	Points Possible	Points Awarded	Comments
3.8.3 Interim Facilities and Processes	4	3	
3.8.4 Installation and Lottery Acceptance Testing			
Schedule	4	3	
Documentation & Support	4	3	
Ticket Stock Testing	4	3	
Randomizer Testing	4	3	
Release Notes	4	3	
Entry & Exit Criteria	4	3	
3.8.5 Project Reporting and Monitoring	4	3	
3.8.6 Validation After Conversion	4	3	
3.8.7 Historical Data	4	3	
Total	60	47	

3.9 Vendor Corporate Capability

3.9.1 Corporate Background Review	4	3	
3.9.2 Gaming Systems Experience	4	3	
3.9.3 Pending Workload			
Must provide timeline of project commitments	4	3	
3.9.4 Contract Performance			
Must state and implementation delays, terminations, suspensions, LD's for vendor and any subcontractors	4	3	
3.9.5 Manufacturing Capabilities for Terminals			
Must describe mfg plans and quality	4	3	
3.9.6 Software Development and Support Capabilities			
Must describe software development plans and quality	4	3	
3.9.7 Project Management Capabilities	4	3	
3.9.8 Security Management Capabilities	4	3	
3.9.9 Communications Capabilities	4	3	
3.9.10 Research and Development Program			
Must describe resources for continued R&D for terminal design, communications, network planning	4	3	
3.9.11 Financial Viability	4	3	
Total	44	33	

4 New and Emerging Gaming Opportunities

4.1 Internet/Mobile Games			
Current Internet/Mobile Gaming Operations	4	3	
Types of Games	4	3	

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	Points Possible	Points Awarded	Comments
Promotions Offered	4	3	
Brick & Mortar Support Programs	4	3	
Age and Geogating	4	3	
Payment Solutions	4	3	
Separate or Integrated System	4	3	
Vendor Cooperation	4	3	
MUSL Security Requirements	4	3	
Responsible Gaming Protocols	4	3	
iGaming Library	4	3	
4.2 In-Lane Sales Utilizing Application Programming Interfaces (API)			
Current In-Lane Operations Vendor is Engaged	4	3	
Support API from 3rd Parties	4	4	Vendor offered an API solution along with network providers currently using the API. (Abacus)
Games Sold In-Lane	4	3	
MUSL Security Requirements	4	3	
Sales Reporting Capabilities	4	3	
System/Network Infrastructure Capabilities	4	3	
4.3 Sports Wagering	4	3	
4.4 Real-Time Accounting for Scratch Tickets	4	3	
4.5 Additional Non-Traditional Gaming and Non-Gaming Capabilities	4	3	
4.6 Retailer Benefits and Recognition Programs	4	3	
4.7 Vendor System Customer Resource Planning, Management and Analytical Tools	4	3	
Total	88	67	

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	Points Possible	Points Awarded	Comments
3.1 Central configuration			
3.1.1 Gaming Host Systems at Primary Data Center			
Transaction Processing/Database/Games Administration Hosts	Pass/Fail	Pass	
Failover Capabilities	Pass/Fail	Pass	
Operations Procedures	Pass/Fail	Pass	
Time Synchronization	Pass/Fail	Pass	
Host Location	Pass/Fail	Pass	
Disaster Recovery	Pass/Fail	Pass	
3.1.2 Gaming Host Systems at Backup Data Center			
Back-up Gaming System Host	4	3	
Gaming System Back-up Mirroring Primary	4	3	
Back-ups located in contiguous 48 states	4	3	
Time synchronization	Pass/Fail	Pass	
Disaster Recovery	Pass/Fail	Pass	
3.1.3 Lottery Acceptance Testing System			
Ready 180 Days Prior to Production Start	Pass/Fail	Pass	
Lottery Terminal Retailers	Pass/Fail	Pass	
Testing System Communications	Pass/Fail	Pass	
Secure Connections	Pass/Fail	Pass	
Vendor Separate Test System	Pass/Fail	Pass	
3.1.4 Internal control system configuration			
	Pass/Fail	Pass	
3.1.5 Gaming system quantitative performance criteria			
Initially support 2,600 terminals expandable up to 5,000	Pass/Fail	Pass	
iGaming sales support	Pass/Fail	Pass	
50,000 sales transactions per minute continuously and 5,000 validation and cancel	Pass/Fail	Pass	
Single play lotto ticket produced in 4 sec and ability to sell minimum of 100 single p	Pass/Fail	Pass	
Multiplay lotto tickets produced in 6 sec all other transactions in 5 sec	Pass/Fail	Pass	
Sell 100 single play quick pick tickets w/o operator re-entry	Pass/Fail	Pass	
System Capacity	Pass/Fail	Pass	
Process a Play Slip	Pass/Fail	Pass	
Primary data center and Back-up data center recovery 2 minutes	Pass/Fail	Pass	
Support current ILOT portfolio, meet retention requirements and process play slips	Pass/Fail	Pass	
3.1.6 Systems management and monitoring			
Failure automated alarm notification to computer operator	4	3	
Describe systems monitoring applications, features and services available	4	3	
3.1.7 Operating Hours			
	4	3	
3.1.8 Host Systems Security			
System access controls, procedures and auditing	4	3	
Authentication, authorization and access control descriptions	4	3	

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	Points Possible	Points Awarded	Comments
Principle of least privilege, granularity or access controls	4	3	
Security Requirement Compliance	4	3	
Protection against unauthorized access and service disruption	4	3	
System security controls, physical and logical access controls	4	3	
Total	48	36	

3.2 Retailer Terminals

3.2.1 Retailer on-line terminal hardware

Able to supply 2600 terminals at conversion	Pass/Fail	Pass	
Flat panel display adjustable stands 7" - 27" from bottom of flat panel display	4	2	Proposal nor sample terminal described or demonstrated RFP requirements.
Additional terminals, displays checkers for training, testing and spares	Pass/Fail	Pass	
3.2.1.2 Features & Functions			
Dimensions & Weight of terminals & peripherals listed	4	3	
Retailer Touch Screen:	4	3	
Ticket Printer	4	4	Jam resistant
Software Loading	4	3	
Secure Sign-on to the terminal requiring a password that is easily changed without technician	Pass/Fail	Pass	
User Interface minimizes keystrokes and navigation through nested screens	4	3	
Play Slip & Document Scanner/Reader	4	3	
Random Play Generator	4	3	
Ticket Serial Numbers	4	2	RFP section 3.2.1.2.9 specifies the vendor shall describe how the ticket serial number includes a game identifier. This was not described by this vendor.
Lotto/InstaPlay Ticket Reader	4	3	
Scratch Ticket Reader	4	3	
Pull-Tab Ticket Reader	4	3	
Training Mode	4	3	
Self Diagnostics	4	3	
Transaction Integrity with Consumables Fault	4	3	
Universal Serial Bus	4	3	
Environmental Fitness	4	3	
Memory & Storage	4	2	Vendor's proposal of 4GB of storage is cause for concern without regard to operating system. What about LIM content?
Casework Color	Pass/Fail	Pass	
Sound Generator	Pass/Fail	Pass	
Broadcast Messages	4	3	

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	Points Possible	Points Awarded	Comments
Large Dollar Transaction Verification for Purchases and Validations	4	3	
Previous Transaction Listing	4	3	
Cancellations	Pass/Fail	Pass	
Validation Limits	Pass/Fail	Pass	
Terminal Case Design for Safety	4	2	Access to electronic and electrical components is not adequately partitioned.
Last Transaction Display	Pass/Fail	Pass	
Terminal Addressing	Pass/Fail	Pass	
Retailer Terminal Reports	Pass/Fail	Pass	
Scratch Ticket Sales Scanning	Pass/Fail	Pass	
Print Player Claim Form	Pass/Fail	Pass	
3.2.1.3 Retailer Lotto Terminal Attachments			
Flat Panel Display	4	3	
Player Transaction Display	4	3	
Self Service Ticket Checker	4	4	Vendor's self ticket checker offered 300' range of wireless connectivity exceeding Lottery's current wireless self checker range.
Lotto Jackpot Signage	4	4	Vendor is offering a three panel jackpot sign.
Wireless Peripherals	4	3	
Rapid Draw Game Monitors	4	3	
3.2.2 Multiple Terminals per Retailer	4	3	
3.2.3 Kiosks and Specialty Retailer Terminals			
Privileged Validation Terminals	4	3	
Wireless Terminals	4	3	
Kiosks	4	4	Kiosk was intuitive and offers 28 instant games included in the base price.
Kiosks (Non-Scratch)	4	3	
Big Box Retailer Kiosk	4	3	
3.2.4 Additional Retailer Game Support Items	4	3	
3.2.5 Retailer Terminal Security			
Embedded Operating System Security	4	3	
Secure Transmissions	4	3	
Security Requirement Compliance	4	3	
Protection Against Unauthorized Access or Service Disruption	4	2	Lottery has concerns with the vendor's physical security features (open access to peripheral ports) of the retailer terminal
Other Terminal Security Controls	4	3	
Randomness of Easy Picks	4	3	

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	Points Possible	Points Awarded	Comments
Total	164	122	
3.3 Communications Network			
3.3.1 Network Design and Implementation			
All configurations of network must be identified by mfg and model number	Pass/Fail	Pass	
Describe standards for wiring the in-store terminal and peripherals	Pass/Fail	Pass	
DSL/VSAT/Radio/Cellular/Other	Pass/Fail	Pass	
Retailer Network	4	3	
Inter-Site Connections	Pass/Fail	Pass	
Games Management Network	Pass/Fail	Pass	
Lottery Back Office System Connectivity	Pass/Fail	Pass	
Administrative Connectivity	Pass/Fail	Pass	
Data Center Local Area Networks	Pass/Fail	Pass	
Retailer In-Store Installation	4	3	
3.3.2 Network Design Features			
Fault Tolerance	4	3	
Fault Notification	4	3	
Secure External Transmissions	4	3	
Incomplete Transaction Protocol	4	3	
Non-Responding or Failing Terminals	4	3	
Communications Outages	4	3	
Commercially Available Communications Protocols	4	3	
Connections to Systems & Networks not Dedicated/Private	4	3	
Network Device Access	4	3	
Principle of Least Privilege	Pass/Fail	Pass	
Mitigation of Design Limitations	4	4	Vendor's managed carrier service with a SLA that includes guaranteed response times exceeds Lottery expectations in this area.
Bandwidth (Nominal/Aggregate)	Pass/Fail	Pass	
Single Point of Failure Analysis	4	3	
3.3.3 Network Administration Services			
Terminal Installation/Un-Install & Moves	4	3	
Configuration/Change Management	4	3	
Carrier Interface	4	3	
3.3.4 Network Monitoring and Fault Resolution			
Network Monitoring System	4	3	
Network Event Recording	4	3	
Network Monitoring Protocols	4	3	
Communications Expertise	4	3	

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	Points Possible	Points Awarded	Comments
Retailer Hotline Monitoring Network	4	3	
Lottery initiated Network Monitoring	4	3	
Service Level Agreement	4	3	
3.3.5 Network Conversion	4	3	
3.3.6 Sales Force Field Automation System	4	4	Vendor has offered to purchase and maintain iPads and provide hardware & software support for Lottery SFA solution. System allows for remote access to Sales Rep terminal and back-office functions.
Total	100	77	

3.4 Software Controls and Data Management

3.4.1 Gaming Software security, control features and functions

Logging	4	3	
Unique Transaction Number	Pass/Fail	Pass	
Transactions Protected	4	3	
Tickets Not Duplicated	Pass/Fail	Pass	
Liability Levels	Pass/Fail	Pass	
Operator Console Records	Pass/Fail	Pass	
Retailer Spoofing	Pass/Fail	Pass	
One-Time Cashing	Pass/Fail	Pass	
Software Checksums	Pass/Fail	Pass	
Transaction Storage Redundancy	Pass/Fail	Pass	
Game Monitoring	4	3	
Transaction Simulation	4	3	
Secure On & Off Site Storage	Pass/Fail	Pass	
Valid Back-up of Files	Pass/Fail	Pass	
Configuration Management	4	3	
Software Quality Assurance and Acceptance Testing	4	3	
Dynamic Pools	Pass/Fail	Pass	
Ticket Stock Tracking	4	3	
Dual Security System	4	2	Recent MUSL review of Lottery Dual Security System communicated concerns with the solution of vendors. To date evidence of a working production system with this vendor has not been verified.
Anomalous Condition Reporting	4	3	
Incomplete Transaction Protocol	4	3	
Non-Responding or Failing Terminals	4	3	
Communications Outages	4	3	

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	Points Possible	Points Awarded	Comments
Scratch/Pull-Tab/InstaPlay Ticket Information Protection	4	2	Vendor's process of splitting High & Mid-Tier from Low - Tier ticket information is not understood and raises concerns. This was not sufficiently explained in Proposal or site visit
Ticket Validation (Reader/Manual)	4	3	
CWA SOAP webservice API	4	3	
3.4.2 Application and database security			
Authentication, Authorization & Access Controls	4	3	
Audit Trail	4	3	
Principle of Least Privilege	Pass/Fail	Pass	
Security Requirement Compliance	Pass/Fail	Pass	
Protection Against Application Compromise or Service Disruption	4	3	
Other Application Security Controls	4	3	
3.4.3 Lotto Games Drawing Controls			
Automatic Close	4	3	
Transactions at Close	4	3	
Drawing Information at Sales Close	4	3	
Manual Winning Number Entry	4	3	
Suspend Sales After Last Drawing	4	3	
Closing, Drawing & Cashing Time Window	4	3	
Roll to Next Day after Problematic Drawing	4	3	
3.4.4 Games Management Application			
3.4.4.1 Games Management Application Access	4	3	
3.4.4.2 Games Management Application Features and Capabilities			
Management Reports	4	4	Vendor is offering Lottery requested ability to schedule reports already available at UAT using SAP Business Objects.
Retailer Terminal Management	Pass/Fail	Pass	
Retailer Disablement Codes	Pass/Fail	Pass	
Dual Entry	Pass/Fail	Pass	
Game Control	Pass/Fail	Pass	
Message Groups	Pass/Fail	Pass	
Message Size	Pass/Fail	Pass	
Immediate, Deferrable and Automated Messages	Pass/Fail	Pass	
Player Display Messages	Pass/Fail	Pass	
Ticket Messaging	Pass/Fail	Pass	
Game Monitoring	Pass/Fail	Pass	
Sales & Transaction Research & Reporting	4	3	
Retailer Reports	4	3	

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	Points Possible	Points Awarded	Comments
Suspension of Sales	Pass/Fail	Pass	
Ticket Status Adjustment & Monitoring	4	3	
3.4.4.3 Data Warehouse			
Direct Data Access	4	4	Vendor proposal includes a data warehouse and SAP Business Objects tool exceeding expectations of the Lottery and proposals from other vendors.
Technical Support & On-going Development	4	3	
3.4.5 Support of Scratch Ticket Transactions at Retailers			
Bar Codes	Pass/Fail	Pass	
Security Grid	Pass/Fail	Pass	
DSR Transactions	Pass/Fail	Pass	
Pack Delivery & Returns	Pass/Fail	Pass	
Pack Activations	Pass/Fail	Pass	
Scratch Ticket Validation	Pass/Fail	Pass	
Keyless Validation	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Pack Activation Card	Pass/Fail	Pass	
Retailer Status and Reporting	Pass/Fail	Pass	
3.4.6 Support of Pull-tab ticket transactions at retailers			
Bar Codes	Pass/Fail	Pass	
Security Grid	Pass/Fail	Pass	
DSR Transactions	Pass/Fail	Pass	
Pack Delivery & Returns	Pass/Fail	Pass	
Pack Activations	Pass/Fail	Pass	
Pack Returns	Pass/Fail	Pass	
Retailer Pack Verification	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Retailer Reporting	Pass/Fail	Pass	
3.4.7 Claims and Payments			
Validate Winning Tickets in claim period	Pass/Fail	Pass	
Customer Display and Receipts for winning tickets	Pass/Fail	Pass	
Payment Thresholds	Pass/Fail	Pass	
Multi-Draw & Exchange Tickets	Pass/Fail	Pass	
Validation Controls	Pass/Fail	Pass	
Reader & Manual Validation	Pass/Fail	Pass	
3.4.8 Data management and reporting			
Database Access	4	3	

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	Points Possible	Points Awarded	Comments
Sales Reporting Tools	4	4	Vendor proposal included a software package that allows creation of "data universes" that can be directly accessed and queried.
Retailer & Financial History	4	3	
Report Exports	4	3	
3.4.9 System interfaces			
Integrated Ticket Information (All Games)	4	3	
Ad-Hoc Server	4	3	
Export & Import Functions	4	3	
Retailer Reporting Website	4	3	
Sales Force Automation Portal	4	3	
3.4.10 Security information practices and reporting			
Fishing Reports	4	3	
Invalid Cashing Attempts	4	3	
Invalid Pack Assignments	4	3	
Excessive Lotto Game Cancels	4	3	
Previously Paid	4	3	
Investigative Support	4	3	
Ticket Stock Tracking	4	3	
Anomaly Reports	4	3	
24/7 Messaging and Call Support	4	3	
Transaction Log Report	4	3	
Automated Report Sending	4	3	
SQL Reports	4	3	
3.4.11 On-line subscription services			
Entry Mechanism(s)	4	3	
Subscription Length	4	3	
Merging Subscription Plays	4	3	
Winner Payment	4	3	
Renewal Notification	4	3	
Account Management	4	3	
3.4.12 Player registration system			
Describe a player loyalty program that includes player database, account mgmt, internet games for entertainment.	4	3	
3.4.13 Field access and related applications			

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RFP 20-01 TECHNICAL SCORING REVIEW SHEET IGT

	Points Possible	Points Awarded	Comments
Route Call / Retailer Contact Management	4	4	Vendor proposal exceeds expectations with additional features and capabilities such as Training for DSRs, Always On, Photo, Hardware/Software Support, ability to manage suggested orders from tablet, iPads for no additional charge and Monolithic Platform.
Sales Performance	4	4	Vendor proposal exceeds expectations with additional features and capabilities such as Training for DSRs, Always On, Photo, Hardware/Software Support, ability to manage suggested orders from tablet, iPads for no additional charge and Monolithic Platform.
Sales Forecasting	4	4	Vendor proposal exceeds expectations with additional features and capabilities such as Training for DSRs, Always On, Photo, Hardware/Software Support, ability to manage suggested orders from tablet, iPads for no additional charge and Monolithic Platform.
3.4.14 Monitor games			
Varying Presentation Formats	4	3	
Sales Limit Functionality	4	3	
Update Capability	4	3	
3.4.15 Mobile Device Application			
Retail Location Finder	4	3	
Lotto Play Slip	4	3	
Lotto Game Information Display	4	3	
InstaPlay Information Display	4	3	
Scratch & Pull-Tab Information	4	3	
Promotions/VIP Club Integration	4	3	
Check Tickets	4	3	
iGaming	4	3	
3.4.16 Gift Card, Vouchers and Payment Applications			
Retail Gift Cards	4	3	
Pre-Paid Player Account	4	3	
Legal Compliance/Money Laundering Prevention	4	3	
3.4.17 Internal control system			
Suppliers	Pass/Fail	Pass	
ILOT Operations	Pass/Fail	Pass	
3.4.18 Retailer accounting			
3.4.18.1 Retailer Account Setup			
Retailer Data	Pass/Fail	Pass	
Retailer Key Personnel	Pass/Fail	Pass	

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RFP 20-01 TECHNICAL SCORING REVIEW SHEET IGT

	Points Possible	Points Awarded	Comments
Retailer Configuration	Pass/Fail	Pass	
Retailer Event & Compliance Tracking	Pass/Fail	Pass	
3.4.18.2 Retailer Tax Accounting	Pass/Fail	Pass	
3.4.18.3 Retailer Accounting Period	Pass/Fail	Pass	
3.4.18.4 Accounting by Retailer Location	Pass/Fail	Pass	
3.4.18.5 Retailer Adjustments & Reimbursements	Pass/Fail	Pass	
3.4.18.6 Tracking for Retailer Changes	Pass/Fail	Pass	
3.4.18.7 Retailer Licensing Process	Pass/Fail	Pass	
3.4.18.8 Retailer Account Management	Pass/Fail	Pass	
3.4.18.9 Chain Accounting	Pass/Fail	Pass	
3.4.18.10 Variable Retailer Commission Rates	Pass/Fail	Pass	
3.4.18.11 Variable Retailer Allowance Rates	Pass/Fail	Pass	
3.4.19 Ticket Accounting			
3.4.19.1 InstaPlay Ticket Accounting	Pass/Fail	Pass	
3.4.19.2 Lotto Ticket Accounting	Pass/Fail	Pass	
3.4.19.3 iGaming Ticket Accounting	Pass/Fail	Pass	
3.4.19.4 Scratch & Pull-Tab Ticket Accounting			
Pack Status Monitoring	Pass/Fail	Pass	
Settlement Information Reporting	Pass/Fail	Pass	
Inventory Record Keeping	Pass/Fail	Pass	
Ticket Validation Records	Pass/Fail	Pass	
Information Protection	Pass/Fail	Pass	
Bar Code Reading	Pass/Fail	Pass	
Multiple Pack Status Attributes	Pass/Fail	Pass	
3.4.20 Inventory Management			
Receiving & Off Loading	4	3	
Inventory History & Current	4	3	
Pack Status Reporting	4	3	
Ticket Stock Transfers & Returns	4	3	
Ticket Pack Monitoring & Control Functions	4	4	Vendor offered ability to create security case when ticket/pack is moved to stolen.
Secure Destruction	4	3	
Full & Partial Pack Returns	4	3	
Pack Status Security Grid	4	3	
DSR Inventory Transactions	4	3	
Full & Partial Pack Life Cycle	4	3	
3.4.20.1 Trunk Stock Delivery Method	4	3	
3.4.20.2 Courier Delivery Method			
Equipment to Process Courier Orders	4	3	

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RFP 20-01 TECHNICAL SCORING REVIEW SHEET IGT

	Points Possible	Points Awarded	Comments
Order Generation	4	3	
Implementation	4	3	
Total	368	281	

3.5 Games and Marketing

3.5.1 Corporate marketing support

Marketing Strategy Meetings	4	3	
State of the Industry Presentation	4	3	
Gaming Product Planning	4	3	
Gaming Concept Design & Development	4	3	
Local Marketing Support Person	4	4	Vendor is offering graphic designer in addition to marketing support person.

3.5.2 Games Menu

Current & Additional Games and Play Types	4	3	
Association Based Games	4	3	
Third Party Games	4	3	

3.5.3 Promotional features (entry forms, buy X get Y, free play, raffle, etc.)

Capable of Supporting Broad Range of Features	4	3	
Promotions Generator Capability	4	3	
Tracking and Reporting Functions	4	4	Vendor promotion tracking tool appears useful and intuitive.

3.5.4 Scratch Game Support

Handle all Scratch Ticket Related Transactions	Pass/Fail	Pass	
Activations	Pass/Fail	Pass	
Returns	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Validation	Pass/Fail	Pass	
Scratch Product Flexibility	Pass/Fail	Pass	
Inventory	Pass/Fail	Pass	
Reports	Pass/Fail	Pass	

3.5.5 Pull-tab game support

Handle all Pull-Tab Ticket Related Transactions	Pass/Fail	Pass	
Activations	Pass/Fail	Pass	
Returns	Pass/Fail	Pass	
Settlement	Pass/Fail	Pass	
Retailer Pack Verification	Pass/Fail	Pass	
Inventory	Pass/Fail	Pass	
Reports	Pass/Fail	Pass	

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	Points Possible	Points Awarded	
Terminal Setup/Controls	Pass/Fail	Pass	
3.5.6 External Coupons	4	4	Vendor offered to create and print coupons at their facility.
3.5.7 System-Generated Coupons	4	3	
3.5.8 InstaPlay Game Support	4	3	
Total	56	45	

3.6 Successful Vendor Facilities and Disaster Recovery Plan

3.6.1 Primary data center specifications		
3.6.1.1 Environment & Security at Primary Data Center		
Emergency Exit Doors	Pass/Fail	Pass
Locking Devices	Pass/Fail	Pass
CCTV	Pass/Fail	Pass
Automated Fire Extinguishing Method	Pass/Fail	Pass
Fire Safety Construction	Pass/Fail	Pass
Air Conditioning System Capacity	Pass/Fail	Pass
Uninterruptible Power Supplies	Pass/Fail	Pass
Audits	Pass/Fail	Pass
3.6.1.2 Vendor Supplied Lottery Facilities		
Lottery Services	Pass/Fail	Pass
Lottery Space	Pass/Fail	Pass
Separate Entry/Exit	Pass/Fail	Pass
Parking	Pass/Fail	Pass
Secured Space	Pass/Fail	Pass
3.6.2 Backup data center		
Identified	Pass/Fail	Pass
More than 50 miles from Primary	Pass/Fail	Pass
Staffed during Lottery hours	Pass/Fail	Pass
3.6.3 Training Facilities for Conversion and Ongoing	Pass/Fail	Pass
3.6.4 Testing Room at Lottery Headquarters	Pass/Fail	Pass
3.6.5 Service Centers and Depots	Pass/Fail	Pass
3.6.6 System Disaster Recovery Plan	Pass/Fail	Pass
3.6.7 Successful Vendor Corporate Infrastructure Protection Plan	Pass/Fail	Pass
3.6.8 Ticket Warehouse & Distribution Services	Pass/Fail	Pass

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	Points Possible	Points Awarded	
Warehousing and Distribution Process Description	4	4	Vendor has offered delivery and pick up from Lottery Headquarters and regional offices. Vendor described in great detail process and services offered and showed an understanding of current Lottery operations.
Location	Pass/Fail	Pass	
ADA Compliant	Pass/Fail	Pass	
Designated Secure Storage for Scratch & Pull-Tab Tickets	4	3	
Shipping and Handling Charges	4	3	
Total	12	10	

3.7 Staffing, Services, and Operations Security Plan

3.7.1 Vendor Personnel		
Implementation & Conversion Staff	4	3
On-going Lottery Operations Staff	4	3
Resumes	4	3
Key Staff Continuity	4	3
Staffing Levels	4	3
3.7.2 Operations services		
Data Center Operations Duties	4	3
Secure Operating Principle	4	3
3.7.3 Terminal Provisioning Services: Moves, Adds, Changes, Removal		
	4	3
3.7.4 Support of the Lottery's Partnership with Retailers		
	Pass/Fail	Pass
3.7.5 Retailer Training Programs, Initial and Ongoing		
Retailer Instruction	Pass/Fail	Pass
Training Program Contents	4	3
Training Security	4	3
Training Materials & User Documentation	4	3
3.7.6 Lottery Staff Training		
Customized Training	Pass/Fail	Pass
Training Methods and Tools	4	4
3.7.7 Retailer Consumables Supply		
Play Slips, Ticket Stock, Terminal Supplies & Manuals	Pass/Fail	Pass
Consumables Design	Pass/Fail	Pass

Vendor proposal identified method of training that will meet Lottery staff where they are, through assessment and design, and provide insight into the system. Additional items offered at no additional charge to Lottery include RetailAction+ and SFAction+.

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	Points Possible	Points Awarded	Comments
Testing and Training	Pass/Fail	Pass	
Multiple Suppliers	Pass/Fail	Pass	
3.7.8 Retailer Equipment Maintenance Program			
Terminal & Kiosk Maintenance	Pass/Fail	Pass	
Preventative Maintenance Schedule	4	3	
Terminal & Kiosk Parts Supply	Pass/Fail	Pass	
Terminal & Kiosk Repair & Maintenance Reporting	Pass/Fail	Pass	
Maintenance System	4	3	
Staffing & Hours	4	3	
Retailer Hotline Services	Pass/Fail	Pass	
3.7.9 Other Host, Systems, and Network Equipment Maintenance	Pass/Fail	Pass	
3.7.10 Technical support systems			
Software Supported w/ Quarterly Releases	4	4	Vendor proposal described Software Development Life Cycle (SDLC) methodologies and how it may be appropriate to use waterfall and agile approaches in the SDLC.
Quality Assurance & Acceptance Testing	4	3	
Shared Records for Change Management	4	4	Vendor described a use of known project management tool (JIRA) for approvals, documentation and workflows for shared access of change management.
3.7.11 System Change Control and Configuration Management			
Approved Changes Only	Pass/Fail	Pass	
Change Introduction	Pass/Fail	Pass	
Checksums	Pass/Fail	Pass	
Component Identification	Pass/Fail	Pass	
Traceability of Components	Pass/Fail	Pass	
Change Tracking	Pass/Fail	Pass	
Configuration Status & Inventory	Pass/Fail	Pass	
Documentation	Pass/Fail	Pass	
3.7.12 Operations Security Plan			
Business Impact Analysis	4	3	
Risk, Threat & Vulnerability Analysis	4	3	
Security Strategy	4	3	
Personnel Security Practices	4	3	
Physical Security Practices	4	3	
Data Security	4	3	
Systems Security	4	3	
Network Security	4	3	
Terminal Security	4	3	

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	Points Possible	Points Awarded	Comments
Communications Access Security Applications and Data Security	4	3	
Patch Management	4	3	
Incident Response	4	3	
Protection of Software & Other Copyrighted Materials	4	3	
Plan Evaluation	4	3	
Security Awareness Training	4	3	
Plan Maintenance	4	3	
Network & Server Maps & Diagrams	4	3	
Security Protocol Description	4	3	
3.7.13 Electronic Media, Computer Room Paper, Supplies	Pass/Fail	Pass	
3.7.14 Trouble Tracking, Dispatch, and Reporting System (hotline support)			
Tracking & Reporting of Retailer Reported Problems	4	3	
Maintenance Information	4	3	
Call System Management (Staffing, Reporting & Recording)	4	4	Vendor is offering single Interactive Voice Response (IVR) phone number for all retailer inquiries.
3.7.15 Operations According to Association Rules and Standards	Pass/Fail	Pass	
Total	156	121	
3.8 Implementation			
3.8.1 Conversion Strategy			
Minimizing Conversion Limitations	4	3	
Avoiding System Failures & Outages	4	3	
Maintaining Good Retailer Relations	4	3	
Minimal Disruption to Selling Tickets & Prize Validation	4	3	
3.8.2 Formal Implementation Plan	4	3	
3.8.3 Interim Facilities and Processes	4	3	
3.8.4 Installation and Lottery Acceptance Testing			
Schedule	4	3	
Documentation & Support	4	3	
Ticket Stock Testing	4	3	
Randomizer Testing	4	3	
Release Notes	4	3	
Entry & Exit Criteria	4	3	
3.8.5 Project Reporting and Monitoring	4	3	
3.8.6 Validation After Conversion	4	3	
3.8.7 Historical Data	4	3	
Total	60	45	

APPENDIX B

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	Points Possible	Points Awarded	Comments
3.9 Vendor Corporate Capability			
3.9.1 Corporate Background Review	4	3	
3.9.2 Gaming Systems Experience	4	3	
3.9.3 Pending Workload			
Must provide timeline of project commitments	4	3	
3.9.4 Contract Performance			
Must state and implementation delays, terminations, suspensions, LD's for vendor and any subcontractors	4	3	
3.9.5 Manufacturing Capabilities for Terminals			
Must describe mfg plans and quality	4	3	
3.9.6 Software Development and Support Capabilities			
Must describe software development plans and quality	4	3	
3.9.7 Project Management Capabilities	4	3	
3.9.8 Security Management Capabilities	4	3	
3.9.9 Communications Capabilities	4	3	
3.9.10 Research and Development Program			
Must describe resources for continued R&D for terminal design, communications, network planning	4	3	
3.9.11 Financial Viability	4	3	
Total	44	33	
4 New and Emerging Gaming Opportunities			
4.1 Internet/Mobile Games			
Current Internet/Mobile Gaming Operations	4	3	
Types of Games	4	3	
Promotions Offered	4	3	
Brick & Mortar Support Programs	4	3	
Age and Geogating	4	3	
Payment Solutions	4	3	
Separate or Integrated System	4	3	
Vendor Cooperation	4	3	
MUSL Security Requirements	4	3	
Responsible Gaming Protocols	4	3	
iGaming Library	4	3	
4.2 In-Lane Sales Utilizing Application Programming Interfaces (API)			
Current In-Lane Operations Vendor is Engaged	4	3	

APPENDIX B

RFP 20-01 TECHNICAL SCORING REVIEW SHEET IGT

	Points Possible	Points Awarded	Comments
Support API from 3rd Parties	4	4	Vendor offered an API solution along with network providers currently using the API. (Incomm & Blackhawk)
Games Sold In-Lane	4	3	
MUSL Security Requirements	4	3	
Sales Reporting Capabilities	4	3	
System/Network Infrastructure Capabilities	4	3	
4.3 Sports Wagering	4	3	
4.4 Real-Time Accounting for Scratch Tickets	4	3	
4.5 Additional Non-Traditional Gaming and Non-Gaming Capabilities	4	3	
4.6 Retailer Benefits and Recognition Programs	4	3	
4.7 Vendor System Customer Resource Planning, Management and Analytical Tools	4	3	
Total	88	67	

APPENDIX C

Vendor Base Price		
	Weight	Vendor Rate
Original 10 Year	70%	0.0000%
Extension 1	5%	0.0000%
Extension 2	5%	0.0000%
Extension 3	5%	0.0000%
Extension 4	5%	0.0000%
Extension 5	5%	0.0000%
Total	95%	0.00000%

Vendor Required Options							
	Retailer Terminals	Flat Panel Display	Transaction Display	Ticket Checkers	Jackpot Signs	Weight	Weighted Rate
Contract Yrs 1-5							
Contract Yrs 6-10							
Extension 1							
Extension 2							
Extension 3							
Extension 4							
Extension 5							
Total	0.00000%	0.00000%	0.00000%	0.00000%	0.00000%	2.5%	0.00000%

Vendor Specified Options												
	Rapid Draw Monitors	Additional Rapid Draw Monitors	Gift Card Application	Prepaid Account	Additional Specified Kiosks 24 Game Bins	Additional Kiosks Type 1 - 54" Tall	Additional Kiosks Type 2 - No Scratch Bins	Additional Kiosks Type 3	Monitor Gaming System	Mobile Device Application	Weight	Weighted Rate
Contract Yrs 1-5												
Contract Yrs 6-10												
Extension 1												
Extension 2												
Extension 3												
Extension 4												
Extension 5												
Total	0.00000%	0.00000%	0.00000%	0.00000%	0.00000%	0.00000%	0.00000%	0.00000%	0.00000%	0.00000%	2.5%	0.00000%

APPENDIX C

	Vendor		
	1	2	3
Base Weight	0.00000%	0.00000%	0.00000%
Required Options Weight	0.00000%	0.00000%	0.00000%
Specified Options Weight	0.00000%	0.00000%	0.00000%
Total Weight	0.00000%	0.00000%	0.00000%
Lowest Price Proposal	0.0000%		
Vendor 1	0		
Vendor 2	0		
Vendor 3	0		

APPENDIX D

Intralot Base Price			
	Weight	Vendor Rate	Weighted Rate
Original 10 Year	70%	2.2486%	1.5740%
Extension 1	5%	2.2486%	0.1124%
Extension 2	5%	2.2486%	0.1124%
Extension 3	5%	2.2486%	0.1124%
Extension 4	5%	2.2486%	0.1124%
Extension 5	5%	2.2486%	0.1124%
Total	95%		2.13617%

Intralot Required Options							
	Retailer Terminals	Flat Panel Display	Transaction Display	Ticket Checkers	Jackpot Signs	Weight	Weighted Rate
Contract Yrs 1-5	0.00384%	0.00041%	0.00031%	0.00110%	0.00170%		
Contract Yrs 6-10	0.00471%	0.00049%	0.00038%	0.00130%	0.00210%		
Extension 1	0.00920%	0.00100%	0.00080%	0.00250%	0.00410%		
Extension 2	0.00920%	0.00100%	0.00080%	0.00250%	0.00410%		
Extension 3	0.00920%	0.00100%	0.00080%	0.00250%	0.00410%		
Extension 4	0.00920%	0.00100%	0.00080%	0.00250%	0.00410%		
Extension 5	0.00920%	0.00100%	0.00080%	0.00250%	0.00410%		
Total	0.05455%	0.00590%	0.00469%	0.01490%	0.02430%	2.5%	0.00261%

Intralot Specified Options												
	Rapid Draw Monitors	Additional Rapid Draw Monitors	Gift Card Application **	Prepaid Account **	Additional Specified Kiosks 24 Game Bins	Additional Kiosks Type 1 - 54" Tall	Additional Kiosks Type 2 - No Scratch Bins	Additional Kiosks Type 3*	Monitor Gaming System **	Mobile Device Application **	Weight	Weighted Rate
Contract Yrs 1-5	0.00780%	0.00070%	0.00000%	0.00000%	0.01910%	0.05710%	0.01730%	0.00000%	0.00000%	0.00000%		
Contract Yrs 6-10	0.00940%	0.00090%	0.00000%	0.00000%	0.02290%	0.06850%	0.02080%	0.00000%	0.00000%	0.00000%		
Extension 1	0.01870%	0.00180%	0.00000%	0.00000%	0.04580%	0.13700%	0.04150%	0.00000%	0.00000%	0.00000%		
Extension 2	0.01870%	0.00180%	0.00000%	0.00000%	0.04580%	0.13700%	0.04150%	0.00000%	0.00000%	0.00000%		
Extension 3	0.01870%	0.00180%	0.00000%	0.00000%	0.04580%	0.13700%	0.04150%	0.00000%	0.00000%	0.00000%		
Extension 4	0.01870%	0.00180%	0.00000%	0.00000%	0.04580%	0.13700%	0.04150%	0.00000%	0.00000%	0.00000%		
Extension 5	0.01870%	0.00180%	0.00000%	0.00000%	0.04580%	0.13700%	0.04150%	0.00000%	0.00000%	0.00000%		
Total	0.11070%	0.01060%	0.00000%	0.00000%	0.27100%	0.81060%	0.24560%	0.00000%	0.00000%	0.00000%	2.5%	0.03621%

* Did not score the type 3 as this was optional to provide and not all vendors provided.

** Included in base price

APPENDIX D

SGi Base Price			
	Weight	Vendor Rate	Weighted Rate
Original 10 Year	70%	1.7497%	1.2248%
Extension 1	5%	1.2250%	0.0613%
Extension 2	5%	1.2250%	0.0613%
Extension 3	5%	1.1000%	0.0550%
Extension 4	5%	1.1000%	0.0550%
Extension 5	5%	1.1000%	0.0550%
	95%		1.51229%

SGi Required Options							
	Retailer Terminals	Flat Panel Display	Transaction Display	Ticket Checkers	Jackpot Signs	Weight	Weighted Rate
Contract Yrs 1-5	0.00210%	0.00020%	0.00020%	0.00020%	0.00060%		
Contract Yrs 6-10	0.00220%	0.00020%	0.00020%	0.00020%	0.00060%		
Extension 1	0.00270%	0.00020%	0.00020%	0.00030%	0.00080%		
Extension 2	0.00300%	0.00030%	0.00030%	0.00030%	0.00090%		
Extension 3	0.00360%	0.00030%	0.00030%	0.00040%	0.00110%		
Extension 4	0.00470%	0.00040%	0.00040%	0.00050%	0.00140%		
Extension 5	0.00830%	0.00070%	0.00070%	0.00080%	0.00250%		
Total	0.02660%	0.00230%	0.00230%	0.00270%	0.00790%	2.5%	0.00105%

SGi Specified Options												
	Rapid Draw Monitors	Additional Rapid Draw Monitors	Gift Card Application **	Prepaid Account	Additional Specified Kiosks 24 Game Bins	Additional Kiosks Type 1 - 54" Tall	Additional Kiosks Type 2 - No Scratch Bins	Additional Kiosks Type 3*	Monitor Gaming System**	Mobile Device Application **	Weight	Weighted Rate
Contract Yrs 1-5	0.00250%	0.00020%	0.00000%	0.02300%	0.00040%	0.00080%	0.00370%	0.00000%	0.00000%	0.00000%		
Contract Yrs 6-10	0.00260%	0.00020%	0.00000%	0.02470%	0.00080%	0.00180%	0.00430%	0.00000%	0.00000%	0.00000%		
Extension 1	0.00300%	0.00030%	0.00000%	0.03030%	0.00180%	0.00450%	0.00590%	0.00000%	0.00000%	0.00000%		
Extension 2	0.00340%	0.00030%	0.00000%	0.03450%	0.00250%	0.00620%	0.00700%	0.00000%	0.00000%	0.00000%		
Extension 3	0.00390%	0.00030%	0.00000%	0.04190%	0.00360%	0.00900%	0.00890%	0.00000%	0.00000%	0.00000%		
Extension 4	0.00510%	0.00040%	0.00000%	0.05700%	0.00590%	0.01450%	0.01260%	0.00000%	0.00000%	0.00000%		
Extension 5	0.00870%	0.00070%	0.00000%	0.13040%	0.01260%	0.03130%	0.02390%	0.00000%	0.00000%	0.00000%		
Total	0.02920%	0.00240%	0.00000%	0.34180%	0.02760%	0.06810%	0.06630%	0.00000%	0.00000%	0.00000%	2.5%	0.01339%

* Did not score the type 3 as this was optional to provide and not all vendors provided.

** Included in base price

APPENDIX D

IGT Base Price			
	Weight	Vendor Rate	Weighted Rate
Original 10 Year	70%	2.0199%	1.4139%
Extension 1	5%	1.9137%	0.0957%
Extension 2	5%	1.8130%	0.0907%
Extension 3	5%	1.7176%	0.0859%
Extension 4	5%	1.6273%	0.0814%
Extension 5	5%	1.5417%	0.0771%
	95%		1.84460%

IGT Required Options							
	Retailer Terminals	Flat Panel Display	Transaction Display	Ticket Checkers	Jackpot Signs	Weight	Weighted Rate
Contract Yrs 1-5	0.00440%	0.00210%	0.00210%	0.00230%	0.00270%		
Contract Yrs 6-10	0.01030%	0.00310%	0.00290%	0.00380%	0.00580%		
Extension 1	0.00430%	0.00220%	0.00210%	0.00230%	0.00270%		
Extension 2	0.00470%	0.00220%	0.00220%	0.00240%	0.00290%		
Extension 3	0.00530%	0.00230%	0.00230%	0.00260%	0.00320%		
Extension 4	0.00640%	0.00250%	0.00240%	0.00290%	0.00380%		
Extension 5	0.01000%	0.00310%	0.00290%	0.00380%	0.00570%		
Total	0.04540%	0.01750%	0.01690%	0.02010%	0.02680%	2.5%	0.00317%

IGT Specified Options												
	Rapid Draw Monitors	Additional Rapid Draw Monitors	Gift Card Application **	Prepaid Account	Additional Specified Kiosks 24 Game Bins	Additional Kiosks Type 1 - 54" Tall	Additional Kiosks Type 2 - No Scratch Bins	Additional Kiosks Type 3*	Monitor Gaming System ***	Mobile Device Application	Weight	Weighted Rate
Contract Yrs 1-5	0.02170%	0.00180%	0.00000%	0.18850%	0.00850%	0.03680%	0.06410%	0.00000%	0.00000%	0.12360%		
Contract Yrs 6-10	0.05360%	0.00450%	0.00000%	0.57530%	0.03370%	0.15700%	0.18140%	0.00000%	0.00000%	0.33940%		
Extension 1	0.02180%	0.00180%	0.00000%	0.18590%	0.00810%	0.03520%	0.06360%	0.00000%	0.00000%	0.12280%		
Extension 2	0.02370%	0.00200%	0.00000%	0.20920%	0.00960%	0.04240%	0.07070%	0.00000%	0.00000%	0.13590%		
Extension 3	0.02690%	0.00220%	0.00000%	0.24760%	0.01210%	0.05420%	0.08240%	0.00000%	0.00000%	0.15740%		
Extension 4	0.03320%	0.00280%	0.00000%	0.32420%	0.01710%	0.07790%	0.10560%	0.00000%	0.00000%	0.20020%		
Extension 5	0.05200%	0.00430%	0.00000%	0.55310%	0.03200%	0.14900%	0.17490%	0.00000%	0.00000%	0.32790%		
Total	0.23290%	0.01940%	0.00000%	2.28380%	0.12110%	0.55250%	0.74270%	0.00000%	0.00000%	1.40720%	2.5%	0.13399%

* Did not score the type 3 as this was optional to provide and not all vendors provided.

** Did not include the price submitted by vendor as the price scoring model is not designed to handle the percentage of gift card sales. Lottery doesn't have data on gift card sales estimates are unknown at this time.

*** Did not include the price submitted by vendor as the price scoring model is not designed to handle the percentage of monitor gaming sales. Lottery doesn't have data on monitor gaming sales estimates are unknown at this time.

APPENDIX D

	Vendor		
	Intralot	SGI	IGT
Base Weight	2.13617%	1.51229%	1.84460%
Required Options Weight	0.00261%	0.00105%	0.00317%
Specified Options Weight	0.03621%	0.01339%	0.13399%
Total Weight	2.17499%	1.52672%	1.98175%
Lowest Price Proposal	1.5267%		
Intralot Score	211		
SGI Score	300		
IGT Score	231		

APPENDIX E

Component	Points Possible	Vendor			Vendor		
		IGT	Intralot	SGi	IGT	Intralot	SGi
PART 3.1 Central Configuration	40	30.00	30.83	30.00	75%	77%	75%
PART 3.2 Terminals	100	74.39	72.56	77.44	74%	73%	77%
PART 3.3 Communications Network	100	77.00	76.00	78.00	77%	76%	78%
PART 3.4 Software Controls and Data Management	100	76.36	74.73	75.82	76%	75%	76%
PART 3.5 Games and Marketing	60	48.21	43.93	47.14	80%	73%	79%
PART 3.6 Facilities and Disaster Recovery Plan	25	20.83	16.67	18.75	83%	67%	75%
PART 3.7 Staffing, Services and Operations Security Plan	100	77.56	76.92	75.00	78%	77%	75%
PART 3.8 Implementation	65	48.75	47.67	50.92	75%	73%	78%
PART 3.9 Corporate Capability	30	22.50	22.50	22.50	75%	75%	75%
PART 4 New & Emerging Gaming Opportunities	80	60.91	60.00	60.91	76%	75%	76%
Technical Points Total	700	536.52	521.81	536.47	77%	75%	77%
Price Score	300	231	211	300			
Total Overall Score	1000	767.52	732.81	836.47			

**THIRD CONTRACT EXTENSION AND AMENDMENT TO THE AGREEMENT
BETWEEN THE IOWA LOTTERY AUTHORITY
AND
SCIENTIFIC GAMES INTERNATIONAL, INC.
FOR AN ON-LINE GAMING SYSTEM AND
RELATED PRODUCTS AND SERVICES**

February ____, 2020

This Third Contract Extension and Amendment (the "Third Amendment"), is effective upon full execution by the parties (the "Effective Date") and is made by and between the Iowa Lottery Authority (the "Lottery") and Scientific Games International, Inc. ("Contractor").

SECTION 1. IDENTITY OF PARTIES.

1.1 The Iowa Lottery Authority is an instrumentality of the State of Iowa whose address is 13001 University Avenue, Clive, IA 50325. The Lottery is authorized by Iowa Code Chapter 99G to conduct a lottery in the State of Iowa.

1.2 Scientific Games International, Inc. is a wholly owned subsidiary of Scientific Games Corporation, whose business, is among other things to design, develop, install and operate a lottery gaming system. The Contractor's principal place of business is 1500 Bluegrass Lakes Parkway, Alpharetta, GA 30004.

SECTION 2. EXTENSION OF INITIAL TERM. In October, 2010, the Lottery and Contractor entered into an "Agreement between the Iowa Lottery Authority and Scientific Games International, Inc. for an On-Line Gaming System and Related Products and Services" (the "Contract"). The initial term of the Contract commenced on July 3, 2011, and runs to and through July 2, 2018, plus three one-year extension periods (if renewed) exercisable at the option of the Lottery, plus such time as is necessary to finish out the Lottery business week then in progress.

On or about October 9, 2015, the Lottery and Contractor entered into the "First Contract Extension and Amendment to the Agreement" ("First Extension"), which amended the Contract and exercised the first available extension, with an ending date of July 2, 2019.

On or about January 4, 2017, the Lottery and Contractor entered into the "Second Contract Extension and Amendment to the Agreement" ("Second Extension"), which amended the Contract and exercised the first available extension, with an ending date of July 3, 2021.

The Lottery desires to further extend the term by seven (7) days to an ending date of July 10, 2021, to avoid converting to a new lottery system during the Independence Day holiday.

In consideration of the promises made in this Third Amendment, the parties agree to extend the term by seven (7) days, with an ending date of July 10, 2021, except as otherwise provided herein.

SECTION 3. RATIFICATION. Except as expressly hereby amended, the Contract dated October 28, 2010 as amended shall remain in full force and effect, and the parties hereby ratify

and confirm the terms and conditions thereof.

SECTION 4. AUTHORIZATION. Each party to this Amendment represents and warrants to the other that:

4.1 It has the right, power and authority to enter into and perform its obligations under this Amendment.

4.2 It has taken all requisite action (corporate or otherwise) to approve execution, delivery and performance of this Amendment, and this Amendment constitutes a legal, valid and binding obligation upon itself in accordance with its terms, except as enforceability may be limited by bankruptcy, insolvency and similar laws.

SECTION 5. EXECUTION.

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Third Amendment and have caused their duly authorized representatives to execute this Third Amendment.

Iowa Lottery Authority

By: _____

Date: _____

Name: _____

Title: President and CEO

Scientific Games International, Inc.

By: 

Date: 2/25/20

Name: Patrick McHugh

Title: President and CEO



13001 University Avenue
Clive Iowa 50325-8225
www.ialottery.com
515.725.7900

Kim Reynolds · Governor
Adam Gregg · Lt. Governor
Matthew N. Strawn · Chief Executive Officer

Date: March 24, 2020

To: Iowa Lottery Board
From: Teri Wood
Re: Advertising and Media Services Contract Extensions

The Iowa Lottery issued IL18-02 Request for Proposal, Advertising and Related Services, on January 24, 2018.

The purpose of this Request for Proposal (RFP) was to solicit proposals from qualified vendors to assist the Iowa Lottery in its brand building and strategic marketing efforts. The RFP sought solicitations for both advertising/creative services and for media services.

At its May 2020 meeting, the Iowa Lottery Board approved an award to Strategic America for the advertising/creative contract and to Bucket Media Company for the media services contract.

Both these contracts commenced on July 1, 2018, with an original 2-year term through 2020, and the option to extend four (4) additional one-year contract periods beyond the original terms.

The Iowa Lottery has been pleased with the services provided by Strategic America and Bucket Media Company pursuant to this agreement. Both have proven to be capable business partners, and their assistance has been a factor in the Iowa Lottery's success. The Iowa Lottery seeks to exercise the first extension period available under each of these agreements, so that the parties can continue to work together to achieve great results for Iowans.

Recommendation: The Iowa Lottery requests that the Board approve the exercise of the first of four available extensions of the advertising/creative agreement with Strategic America and the media services agreement with Bucket Media Company, making the term run through June 30, 2021.

**EXTENSION TO THE AGREEMENT FOR
MEDIA PLANNING, BUYING SERVICES AND PRODUCTS**

THIS EXTENSION, is effective on July 1, 2020 and is made by and between the **IOWA LOTTERY AUTHORITY** (Lottery) and **BUCKET MEDIA** (Agency). In consideration of the premises and the mutual promises and covenants herein contained, the parties hereto agree as follows:

SECTION 1. IDENTITY OF THE PARTIES.

1.1 The Iowa Lottery Authority is an instrumentality of the State of Iowa and is authorized by Iowa Code Chapter 99G to conduct a lottery in the State of Iowa. The Lottery's address is 13001 University Avenue, Clive, IA 50325.

1.2 Bucket Media, a Missouri corporation, is in the business of providing media purchasing services for clients. The home office address for Agency is 1123 Wilkes Blvd., Suite 400, Columbia, MO 65201. The Iowa office for Bucket Media is 5721 Merle Hay Road, Suite 24, Johnston, IA 50131.

SECTION 2. STATEMENT OF PURPOSE. The Lottery and Agency entered into a two-year Agreement, plus extensions, providing for media planning and buying services by the Agency to support advertising and marketing efforts to sell Lottery products.

SECTION 3. EXTENSION. Effective July 1, 2018, the Lottery and the Agency entered into an Agreement (reference RFP 18-02) for media planning and buying services. The term of the Agreement was for a two-year period with four (4) one-year option periods. Effective April 2019 the Agreement was amended to reflect a revised Schedule B for Rate Schedule. Pursuant to Section 4 of the Agreement, the term of the Agreement is hereby extended for the first option period through June 30, 2021. Agency shall be paid \$31,500 on a monthly basis for the work set forth in Schedule A as provided in the amended Agreement. The Lottery shall pay all approved invoices in arrears and in conformance with Iowa Code Section 8A.514 and 11 IAC, 41.1(2).

SECTION 4. RATIFICATION. Except as expressly amended herein, the Agreement as amended in April 2019 shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof.

SECTION 5. AUTHORIZATION. Each party to this Extension represents and warrants to the other that:

5.1 It has the right, power and authority to enter into and perform its obligations under the Agreement, as amended and extended.

5.2 It has taken all requisite action to approve execution, delivery and performance of this Extension, and this Extension constitutes a legal, valid and binding obligation upon itself in accordance with the terms of the Agreement as amended and extended.

SECTION 6. EXECUTION. IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Extension and have caused their duly authorized representatives to execute this Extension.

Iowa Lottery Authority

Bucket Media

Larry L. Loss
Executive Vice President
Date _____

Keri Tipton
President/CEO
Date _____

**EXTENSION TO THE AGREEMENT
FOR CREATIVE ADVERTISING SERVICES**

THIS EXTENSION, is effective on July 1, 2020 and is made by and between the **IOWA LOTTERY AUTHORITY** (Lottery) and **STRATEGIC AMERICA** (Agency). In consideration of the premises and the mutual promises and covenants contained herein, the parties hereto agree as follows:

SECTION 1. IDENTITY OF THE PARTIES.

1.1 The Iowa Lottery Authority is an instrumentality of the State of Iowa and is authorized by Iowa Code Chapter 99G to conduct a lottery in the State of Iowa. The Lottery's address is 13001 University Avenue, Clive, IA 50325.

1.2 Strategic America is an Iowa corporation and is in the business of providing creative advertising services for clients. The address for Agency is 6600 Westown Parkway, Suite 100, West Des Moines, IA 50266.

SECTION 2. STATEMENT OF PURPOSE. The Lottery and Agency entered into a two-year Agreement providing that the Agency would provide advertising and marketing support for planning and preparation of materials intended to advertise the Lottery, its services and products during the term of the Agreement.

SECTION 3. EXTENSION. On July 1, 2018, the Lottery and Agency entered into an Agreement for Creative Advertising Services (reference RFP 18-02). The term of the Agreement was for a two-year period with four one-year option periods. Pursuant to Section 4 of the Agreement, the first option period of the Agreement is hereby exercised through June 30, 2021. In accordance with section 6.6 of the Agreement, Agency shall be allowed an increase for all services performed after June 30, 2020 equal to 100% of the CPI change.

SECTION 4. RATIFICATION. Except as expressly amended herein, the Agreement or any other amendments to the Agreement shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof.

SECTION 5. AUTHORIZATION. Each party to this Extension represents and warrants to the other that:

5.1 It has the right, power and authority to enter into and perform its obligations under the Agreement as amended by this Extension.

5.2 It has taken all requisite action to approve execution, delivery and performance of this Extension, and this Extension constitutes a legal, valid and binding obligation upon itself in accordance with terms of the Agreement.

SECTION 6. EXECUTION. IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Extension and have caused their duly authorized representatives to execute this Extension.

Iowa Lottery Authority

Strategic America

Larry L. Loss
Executive Vice President
Date _____

John C. Schreurs
President/CEO
Date _____



13001 University Avenue
Clive Iowa 50325-8225
www.ialottery.com
515.725.7900

Kim Reynolds · Governor
Adam Gregg · Lt. Governor
Matthew N. Strawn · Chief Executive Officer

Date: March 24, 2020
To: Iowa Lottery Board
From: Megan Tooker
Re: Consulting Contract / Delehanty Consulting LLC

Background

As you know, staff is recommending the Lottery Board issue an intent to award a contract for a new computer gaming system with an initial term of ten years plus five one-year extension options. Many state lotteries rely on consultants to help them with various aspects of gaming system conversions. Staff determined it would be beneficial to have one or more consultants assist the Lottery with services related to its conversion. The Lottery issued a Request for Bids asking for pricing for the following services:

1. Contract negotiating and drafting. The Lottery desires assistance in negotiating and drafting a contract that is consistent with the underlying RFP for a new computer gaming system and winning proposal. This work is expected to be done remotely via email, phone and video conferencing. Anticipated time frame is April through end of June 2020.
2. Reviewing and developing software specifications. The Lottery desires a consultant to assist the Lottery and vendor in defining software specifications for the computer gaming system. This work is expected to be done primarily remotely via email, phone and video conferencing. Lottery will reimburse consultant for any approved travel. Anticipated time frame is June through end of October 2020.

To be considered, the Request for Bids required a bidder to meet the following qualifications:

1. Have employment and/or consulting experience with at least two North American lotteries.
2. Be free of conflicts. Specifically, one must not currently or within the last twenty-four months be employed or contracted by Scientific Games, Intralot or IGT.

The Lottery received only one bid which came from Delehanty Consulting LLC. Delehanty Consulting specializing in lotteries. The bid offered the services of Herb Delehanty and Gardner Gurney. Mr. Delehanty is a former employee of GTECH Corporation (now IGT) and has worked as a consultant for lotteries for the past seventeen years. Mr. Gardner's experience includes 28 years of employment at the New York Lottery. He has been a consultant for lotteries for the past three years. Delehanty Consulting has worked for or with 39 of the 46 lotteries in the United States, including the Iowa Lottery.

Delehanty Consulting submitted a bid of \$20,000 for contract negotiating and drafting and a bid of \$26,000 for reviewing and developing software specifications for a total of \$46,000 (plus any approved travel expenses). Iowa Administrative Code rule 531—1.7 requires Lottery Board approval for any consulting contracts in excess of \$25,000.

Recommendation

Staff recommends the Board authorize the Lottery to contract with Delehanty Consulting for one or both of these services.



Delehanty Consulting LLC
Security, Integrity, and Performance

March 12, 2020

Iowa Lottery Authority
Attn: Terry Brown
13001 University Avenue
Clive, IA 50325-8225

Dear Mr. Brown,

Delehanty Consulting is please to have this opportunity to provide the Iowa Lottery Authority a proposal to provide contract negotiation services and software specification review services. We can offer you the unique advantage in negotiating with gaming system vendors. Having spent more than sixteen years on the gaming system vendor-side of the negotiating table and having developed more than a dozen proposals in response to gaming system RFPs, I can offer you insight that people whose experience is limited to working for a lottery or consulting cannot. Additionally, while negotiated one gaming system contract as a Missouri Lottery employee, Gardner Gurney negotiated multiple gaming system contracts while with the New York Lottery. More importantly, Gardner lived with the long-term results (both good and bad!) of those contracts during his 28 years with the lottery.

As Colorado experienced recently when they hired us to assist with negotiating a contract extension, the return on an investment in our services will result in millions of dollars in savings over the term of your gaming system contract.

Our proposal is provided on the following pages. Pricing is valid for at least 60 days as required and the required attachments are included as Appendix A and Appendix B.

Please do not hesitate to let us know if you have any questions.

Best Regards,

A handwritten signature in black ink, appearing to read "Herb Delehanty".

Herb Delehanty
Principal

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Qualifications

“Have employment and/or consulting experience with at least two North American lotteries.”

Delehanty Consulting and its consultants have worked for or with 39 of the 46 lotteries in the U.S. and have also provided services to lotteries in Canada, Mexico and the Caribbean. Hence, we meet the requirement of “at least two!”

“Be free of conflicts. Specifically, one must not currently have or within the last twenty-four months had an employment or contractual by relationship with Scientific Games International, Intralot or IGT Global Solutions Corporation.”

Delehanty Consulting does not have an employment or contractual relationship with any of the gaming system vendors. In fact, Delehanty Consulting nor its consultants have had an employment or contractual relationship with any of the gaming system providers for the past 10 years.

Lotteries Worked for in Past 10 Years

Lotteries worked for within the last 10 years and a brief description of responsibilities

Lottery	Brief Description
Arizona	Security consulting; review ICS implementation; comprehensive security evaluation of instant tickets printers
Arkansas	Consulting on digital draw system; evaluation of new digital draw system; comprehensive security evaluation of instant tickets printers
California	Comprehensive security evaluation of instant tickets printers; consulting on printing processes.
Colorado	Assist in negotiating contract extension with gaming system provider; review gaming system specifications; facilitate evaluation and discussion of back office system migration options; subject matter expert for SOC 1 Type 2 audits; independent validation and verification of new gaming system; consulting on digital draw system; evaluation of new digital draw system; comprehensive security evaluation of instant tickets printers; lottery fraud workshop; assistance with criminal investigation.
Delaware	Comprehensive security evaluation of instant tickets printer.
District of Columbia	Best practices consulting; procurement consulting; consulting on sales force management and metrics; comprehensive security evaluation of instant tickets printers
Florida	Security evaluation of operations; assistance with development and implementation of retailer integrity program; comprehensive security evaluation of instant tickets printers; lottery fraud workshop
Georgia	Performance consulting; lottery risk consulting; physical security consulting; drawing consulting; comprehensive security evaluation of instant tickets printers; lottery fraud workshop
Illinois	Procurement consulting; performance consulting; comprehensive security evaluation of instant tickets printers
Idaho	Lottery risk consulting; lottery fraud workshop
Indiana	Performance consulting; security evaluation; comprehensive security evaluation of instant tickets printers
Iowa	Consulting on digital draw system; evaluation of new digital draw system; comprehensive security evaluation of instant tickets printers

Iowa Lottery Authority Consulting Services RFB 20-07

Lottery	Brief Description
Kansas	Security evaluation of lottery operations; comprehensive security evaluation of instant tickets printers; assist with criminal investigation
Kentucky	Procurement consulting; assistance with negotiating gaming system contract; review gaming system software specifications; lead acceptance testing for gaming system conversion; social media security evaluation; business continuity table-top exercise; security evaluation of lottery operations; comprehensive security evaluation of instant tickets printers
Louisiana	Comprehensive security evaluation of instant tickets printers
Massachusetts	Develop strategies to meet MUSL Rule 2 ; assist with preparation for State Auditor Office engagement; assist with outsourcing and migration strategy for lottery back-office and instant game functionality; review lottery business processes and provide performance improvement recommendations; comprehensive security evaluation of instant tickets printers
Maryland	Comprehensive security evaluation of instant tickets printers
Michigan	Comprehensive security evaluation of instant tickets printers
Minnesota	Comprehensive security evaluation of instant tickets printers
Mississippi	Develop business continuity plan
Missouri	Security evaluation and consulting; comprehensive security evaluation of instant tickets printers
Montana	Comprehensive security evaluation of instant tickets printers
New Mexico	Comprehensive security evaluation of instant tickets printers
North Carolina	Performance consulting; security evaluation of operations; comprehensive security evaluation of instant tickets printers
Ohio	Strategic plan development; comprehensive security evaluation of instant tickets printers
Oklahoma	Comprehensive security evaluation of instant tickets printers
Oregon	Security evaluation and consulting; comprehensive security evaluation of instant tickets printers
Pennsylvania Lottery	Security consulting; retailer integrity and player protection consulting
Rhode Island	Comprehensive security evaluation of instant tickets printers
South Carolina	Comprehensive security evaluation of instant tickets printers; lottery fraud workshop
Texas	Security evaluation and consulting; comprehensive security evaluation of instant tickets printers
Vermont	Procurement consulting for new gaming system.
Virginia	Comprehensive security evaluation of instant tickets printers; lottery fraud workshop
Washington	Review gaming system specifications; independent validation and verification of new gaming system.
West Virginia	Comprehensive security evaluation of instant tickets printers
Wisconsin	Review gaming system specifications; acceptance testing of new gaming system; security evaluation of lottery operations; consulted on evaluation of ICS proposals; comprehensive security evaluation of instant tickets printers; assistance with criminal investigation

Name, address and resume of each proposed consultant

We propose that all work for this project will be performed by Herb Delehanty and Gardner Gurney. Their resumes with addresses are on the following pages.

Herb Delehanty

Address

742 Basswood Ave
Verona, WI 53593

Education

Master of Arts in Economics University of Missouri-Columbia
Bachelor of Science – Business Administration University of Missouri-Columbia
Program on Negotiation for Senior Executives Harvard University
Graduate Certificate-Information Security Capella University

Employment History

2005 – Present	Principal	Delehanty Consulting, LLC	Verona, WI
2003 – 2005	President	Delehanty & Associates	Verona, WI
2001 – 2003	Vice President	Learning & Development GTECH Corporation	Madison, WI
1998 – 2001	Vice President	Professional Development GTECH Corporation	Madison, WI
1991 – 1998	Regional Vice President	Midwest Operations GTECH Corporation	Madison, WI
1987 – 1991	Director of Operations	GTECH Corporation	Madison, WI Topeka, KS Sacramento, CA
1985 – 1987	Director of Operations Director of Tech Services	Missouri Lottery	Jefferson City, MO
1982 – 1985	Economist / Planner	MO Div of Budget & Planning	Jefferson City, MO
1976 – 1979	Military Intelligence Analyst	U.S. Army	Ft. Gordon, GA Seoul, Korea

Professional Experience

Herb has spent the last thirty-five years serving the lottery industry in consulting, training, executive, auditing, operational, and human resources roles. His focus is on providing services to improve the performance, integrity, and security of government sponsored lotteries.

Herb's lottery industry career spans 50 lotteries, 19 countries and five continents, with experience in general management, business and product development, consulting, human resources and training. His lottery career began in 1985 as a member of the Missouri Lottery's start-up team, serving as its Director of Technical Services in charge of planning, project management, marketing research, and product development. He later served as the Lottery's Director of Operations, responsible for sales, marketing, market research, and public relations. Herb implemented a number of programs to improve the efficiency of the marketing and advertising groups and to increase sales force accountability.

During his 17 years with an international lottery company he oversaw day-to-day datacenter, call center, and field operations. He later served as Vice President of Midwest Operations for a region covering 10 U.S. lotteries. Herb was used extensively as an internal and external consultant. Herb led or participated in a number of process re-engineering projects used to decrease costs, increase operating effectiveness, or both. Herb and his regional marketing support team completed a number of consulting engagements to assist clients increase revenue. These projects include such areas as retailer penetration analysis, product mix analysis, and analyzing the relative success of public relations campaigns. In his last five years with the international lottery company, Herb was a senior member of the Human Resources team, serving as the Vice President of Professional Development and Vice President of Learning and Development. Herb created a talent forecasting tool and implemented a succession planning program.

Herb has developed RFPs as a lottery employee and developed proposals as a gaming system provider employee. He developed costs and recommended pricing strategies and levels for numerous gaming system proposals. Herb (a graduate of the Harvard Program on Negotiation) has negotiated multiple lottery gaming system contracts and contract extensions. Additionally, Herb gathered and analyzed evaluation committee reports for numerous gaming system procurements and developed a briefing on how to respond to RFPs to maximize points consistent with lowering the company's costs. This experience and expertise will provide the DC Lottery with key insight in the development of its RFP and the management of the procurement.

Herb has provided seminars and given presentations in numerous areas of lottery performance and risk management. Since 2005, Herb has provided at least one seminar at every NASPL Professional Development Seminar except one.

Gardner Gurney

Address

100 Mynderse Lane
Altamont, NY 12009

Education

B.S. Business Administration, Husson College, Bangor, Maine

Employment History

2017-Present	Sr. Consultant	Delehanty Consulting	Madison, WI
2015-2016	Director	New York State Lottery	Schenectady, NY
2013-2015	Acting Director	New York State Lottery	Schenectady, NY
2007-2013	Executive Deputy Director/Chief Operating Officer	New York State Lottery	Schenectady, NY
Aug-Oct 2007	Acting Director	New York State Lottery	Schenectady, NY
2004-2007	Director of Administration and Operations	New York State Lottery	Schenectady, NY
1991-2004	Finance Office, Director of Financial Administration final position	New York State Lottery	Schenectady, NY
1988-1991	Senior Auditor	New York State Lottery	Albany, NY
1984-1988	Assistant Cashier - Commercial Credit Department	Norstar Bank, Subsidiary of Fleet Financial	Albany, NY
1980-1984	Administration Specialist	U. S. Air Force	Eielson AFB, AK Loring AFB, ME

Professional Experience

Gardner has been in the lottery and gaming industry for the past 31 years. The first 28 of which were spent with the New York Lottery where Gardner started as a Senior Auditor in the Internal Audit Department and rose through increasingly more diverse and

responsible positions and to his last position as the Director of the New York Lottery—the North American lottery with the highest sales and profits. As an auditor, Gardner completed and managed audits of advertising, marketable securities, regional operations, sales/field operations, revenue separations, vendor payments and vendor performance. Within the Financial Management Office, Gardner supervised all procurements, contract administration, budgeting and appropriations. He oversaw billions of dollars in prize payments, prepared financial projections and conducted financial analysis of lottery operations as well as vendors and potential vendors. During his tenure as the head of the Financial Management Office all contract management was conducted and overseen by that office. This was the whole span of procurement from establishing and identifying the lottery's needs through procurement via statement of work, RFP and a resulting contract or a contract amendment and the processing of those contracts through the State Comptroller's office. This included Gardner meeting with that office or the State's Division of Budget to secure their approval or support of contracting decisions by the Lottery.

In 2004 Gardner's breadth of lottery knowledge and experience continued to expand as he took on additional oversight and management responsibilities in the areas of internal controls, information security, lottery drawings and internal audit. Starting in 2007 and through the rest of his time at the New York Lottery Gardner had the responsibility for the management of all gaming system and instant ticket contracts. This included the operational roll out of one of the largest lottery gaming systems in North America in 2010 with over 17,000 lottery locations and over 20,000 points of sale. This successful on time rollout solidified Gardner's belief in the link of proper procurement to successful vendor and lottery performance.

Gardner was part of or served as chair/manager of procurement efforts for virtually every aspect of lottery operations including video lottery systems, lottery gaming systems, instant tickets, external auditors, advertising and marketing services. Gardner's management abilities in vendor contracts, operational systems and understanding of the complete lottery process both operationally and externally led him to the position of Executive Deputy Director and then Director of the New York Lottery.

These positions expanded on his management abilities for understanding and guiding the interrelationships of all the parts of the lottery business including the sales force and the marketing department's \$90+ million budget. His efforts led the New York Lottery to its most successful year (\$7.7 billion in sales and \$2.3 billion in profit, a 6% increase in profits) in his final full year there.

Gardner is the recipient of the lottery industry PGRI Major Peter J. O'Connell Lifetime Achievement Award.

Written Detail of Services to be Provided

Contract Negotiating and Drafting

The Lottery desires assistance in negotiating and drafting a contract that is consistent with the underlying RFP and winning proposal for a computer gaming system. This work is expected to be done remotely while collaborating with Lottery personnel via email, phone and video conferencing. Anticipated time frame is April through end of June 2020.

We have been involved in numerous contract negotiations for online gaming systems and services contracts.

Herb negotiated gaming system contracts during his two years with the Missouri Lottery and his sixteen years with IGT (GTECH). With Herb's operational experience in providing online gaming systems and services to the lottery industry, he understands the various cost drivers involved. We can leverage our operational cost knowledge with the Lottery's objectives, to assist in crafting options that are favorable to both parties. This can result in significant cost savings for the Lottery and substantial increases in the quality and quantity of goods and services provided.

Herb Delehanty is a graduate of the Harvard/MIT/Tufts Program on Negotiations and is an experienced negotiator for gaming systems and services. With experience working for a lottery and a lottery gaming system provider, Herb can truly look at the negotiations from each party's perspectives. Herb understands the negotiation process and can assist the Iowa Lottery in determining the potential contractor's best alternatives to options presented.

In his twenty-eight years with the New York Lottery, Gardner was involved in multiple contract negotiations for online gaming systems and services contracts. With Gardner's experience at various levels of lottery senior management, he is keenly aware of some of the pitfalls that should be avoided during the negotiation of a long-term lottery contract and the benefits to both parties of a clear and concise yet flexible agreement.

We will review apparent winning bidder's proposal and the RFP. Our proprietary review process will focus on several areas that will provide the Iowa Lottery a solid foundation to begin the negotiation process. The foundation will include areas to seek clarifications and areas to seek proposal improvements. We will also provide insight into areas that can weigh more heavily in the Lottery's favor from a cost/benefit standpoint.

Delehanty Consulting is uniquely qualified to assist the lottery's negotiating team prepare for negotiations using a formal process that will ensure the Iowa Lottery team goes in well-prepared, with well-defined goals, and a set of team rules. We will assist in the framing of the negotiations, developing options, and serve as advisors to the Negotiating Committee. Our process will provide the Lottery with a high-level of confidence entering the contract negotiations.

Iowa Lottery Authority Consulting Services RFB 20-07

Reviewing and Developing Software Specifications

The Lottery desires a consultant to assist Lottery and winning bidder in defining software specifications for the computer gaming system. This work is expected to be done primarily remotely while collaborating with Lottery personnel via email, phone and video conferencing. Lottery will reimburse consultant for any approved travel. Anticipated time frame is June through end of August 2020.

We have found from our experience as lottery employees, vendor employees, and consultants that the majority of “defects” found during acceptance testing are attributable to flaws in the software specification process. These flaws are attributable to inadequate specifications, missing specifications, conflicting specifications, vague specifications, and inaccurate specifications.

If our experience in Iowa is similar to our experiences in other jurisdictions, our two-person team will generate more than twice as many questions and comments than the lottery review team. This is the result of our combined 60+ years of lottery experience and the fact that we will be looking at the specifications from the perspective of a lottery employee and a gaming system vendor. Additionally, the vendors tend to provide multiple specifications at one time and not provide adequate review time. Our experience with gaming systems helps us focus on the issues we know are most important or most likely to be subject to specifications errors; hence, we can effectively get through the specifications within the time provided.

Number of Staff

Vendors must indicate the number of staff anticipated to provide services to the Lottery for DCI background purposes.

Delehanty Consulting anticipates these services being provide by two staff—Herb Delehanty and Gardner Gurney.

References

Vendors may provide two (2) references. This information should include the business name, contact person, telephone number and approximate date project was completed.

Kentucky Lottery Corporation

Gary Ruskowski, Senior Vice President and CIO
(502) 560-1705 gary.ruskowski@kylottery.com
Project completed 2011

Colorado Lottery

Tara Stosek
(719) 546-5298 tara.stosek@state.co.us
Project still in progress

Iowa Lottery Authority Consulting Services RFB 20-07

Years Company Has Been in Business

Vendor must state the number of years the company has been in business.

Founded in 2003 as Delehanty and Associates and incorporated in 2005 as Delehanty Consulting LLC, the company has been in business for more than sixteen years.

Cost Proposal

Vendor must submit a Cost Proposal similar in format found as Appendix A.

Delehanty Consulting has attached our cost proposal using Appendix A COST PROPOSAL 20-07 provided with the RFB.

Appendix B

Vendor must complete Appendix B and return with bid.

Delehanty Consulting has attached a completed Appendix B PROPOSAL COMPLIANCE AND CERTIFICATION STATEMENT.

**Appendix A
COST PROPOSAL 20-07**

ALL bids must include a cost proposal and responses to Section 5.

NOTICE TO VENDORS: All bids will be received at the Iowa Lottery until 2:00 p.m., Friday, March 13, 2020. Any deviation from the specifications must be identified. Vendors must submit a cost proposal similar to this format and responses to Section 5. Vendors may submit additional information if desired and/or additional pages. By submitting this bid, the Vendor agrees to provide the goods/services as described in the bid document.

Cost of Contract Negotiating and Drafting	\$ 20,000.00
Cost of Reviewing and Developing Software Specifications	\$ 26,000.00
Total Cost to do both:	46,000.00

Business Name: DELEHANTY CONSULTING LLC
Address: 742 BASSWOOD AVE
VERONA, WI 53593
Authorized Signature: 
Printed Name: HERB DELEHANTY
E-mail address: HERB@DELEHANTYCONSULTING.COM
Telephone: 608 575-2866
Fax: _____
Date: 3/11/2020
Federal ID #: 20-3048986

Appendix B
PROPOSAL COMPLIANCE AND CERTIFICATION STATEMENT

I certify that the contents of the Bid Proposal are true and accurate. I also certify that no false statements have knowingly been made in this Bid Proposal.

Certification of Independence

By submitting a Bid Proposal in response to this RFB, I certify the following:

1. The Bid Proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the Lottery who has worked on the development of this RFB, or with any person serving as a member of the evaluation committee.
2. The Bid Proposal has been developed independently, without consultation, communication or agreement with any other Vendor or parties for the purpose of restricting competition.
3. Unless otherwise required by law, the information found in the Bid Proposal has not been knowingly disclosed and will not be knowingly disclosed prior to the award of the contract, directly or indirectly, to any other Vendor.
4. No attempt has been made or will be made to induce any other Vendor to submit or not to submit a Bid Proposal for the purpose of restricting competition.
5. No relationship exists or will exist during the contract period between the Vendor and the Lottery that interferes with fair competition or as a conflict of interest.

Certification Regarding Debarment

6. I certify that, to the best of my knowledge, the Contractor/Company (shown in signature box) and all of its principals: (a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have not within a ten-year period preceding this Bid Proposal been convicted of, or had a civil judgment rendered against them for commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes or commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are not presently indicted for or other criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this Bid Proposal had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which the Lottery has relied upon when this transaction was entered into. If it is later determined that the undersigned knowingly rendered an erroneous certification, in addition to other remedies available, the Lottery may pursue available remedies including suspension, debarment, or termination of the contract.

Certification Regarding Registration, Collection, and Remission of Sales and Use Tax

7. Pursuant to Iowa Code sections 423.2(10) & 423.5(8) (2011) a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under Iowa Code chapter 423 on all sales of tangible personal property and enumerated services. The Act also requires Contractors to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

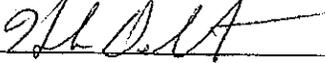
By submitting a Bid Proposal the undersigned certifies the following: (check the applicable box)

_____ is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by Iowa Code chapter 432; or

DELEHANTY CONSULTING is not a "retailer" or a "retailer maintaining a place of business in this state" as those terms are defined in Iowa Code subsections 423.1(42) & (43).

By submitting a Bid Proposal and signing this statement, Contractor indicates understanding and acknowledges that the Lottery may declare the bid or resulting contract void if the above certification is false. The Contractor also understands that fraudulent certification may result in the Lottery or its representative filing for damages for breach of contract.

I have the authority to bind the Contractor indicated below to the specific terms and conditions and technical specifications required in this RFP and offered in the Bid Proposal.

Business Name:	DELEHANTY CONSULTING LLC
Authorized Signature:	
Printed Name:	HERB DELEHANTY
Title:	PRINCIPAL
Date:	3/11/2020

IOWA LOTTERY
PERFORMANCE MEASURES
FY 2020
February 29, 2020

MONTH		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Gross Sales	Budget FY 2020	27,830,953	27,365,289	26,627,021	26,302,504	28,450,037	28,689,114	33,302,988	29,867,029	30,902,578	29,029,386	31,232,916	26,900,185
	Actual '20	27,846,491	28,093,920	27,156,818	27,814,584	28,775,272	30,955,509	34,426,107	30,040,444	-	-	-	-
Prize Expense	Budget FY 2020	16,818,373	16,544,780	16,052,602	16,012,979	17,139,663	17,466,673	19,893,056	18,051,053	18,868,068	17,820,480	18,893,828	16,383,045
	Actual '20	17,579,210	18,081,688	16,760,932	17,241,936	17,559,342	22,137,093	20,486,448	17,786,919	-	-	-	-
Operating Expenses	Budget FY 2020	1,337,349	1,289,063	1,245,101	1,228,431	1,254,957	1,291,478	1,340,279	1,194,292	1,282,841	1,153,227	1,260,142	1,474,448
	Actual '20	1,110,516	1,030,009	1,057,965	1,130,916	1,044,839	1,112,026	1,127,198	1,040,632	-	-	-	-
Total Proceeds	Budget FY 2020	5,679,703	5,610,756	5,468,855	5,403,827	5,917,952	5,941,619	7,054,381	6,335,350	6,507,505	6,165,535	6,613,368	5,308,278
	Actual '20	6,009,246	5,494,118	6,310,989	6,563,644	6,756,517	4,206,053	8,710,630	7,999,869	-	-	-	-
YEAR TO DATE													
Gross Sales	Budget FY 2020	27,830,953	55,196,242	81,823,263	108,125,767	136,575,804	165,264,918	198,567,906	228,434,935	259,337,513	288,366,899	319,599,815	346,500,000
	Actual '20	27,846,491	55,940,411	83,097,229	110,911,813	139,687,085	170,642,594	205,068,701	235,109,145	-	-	-	-
Prize Expense	Budget FY 2020	16,818,373	33,363,153	49,415,755	65,428,734	82,568,397	100,035,070	119,928,126	137,979,179	156,847,247	174,667,727	193,561,555	209,944,600
	Actual '20	17,579,210	35,660,898	52,421,830	69,663,766	87,223,108	109,360,201	129,846,649	147,633,568	-	-	-	-
Operating Expenses	Budget FY 2019	1,337,349	2,626,412	3,871,513	5,099,944	6,354,901	7,646,379	8,986,658	10,180,950	11,463,791	12,617,018	13,877,160	15,351,608
	Actual '20	1,110,516	2,140,525	3,198,490	4,329,406	5,374,245	6,486,271	7,613,469	8,654,101	-	-	-	-
Total Proceeds	Budget FY 2020	5,679,703	11,290,459	16,759,314	22,163,141	28,081,093	34,022,712	41,077,093	47,412,443	53,919,948	60,085,483	66,698,851	72,007,129
	Actual '20	6,009,246	11,503,364	17,814,353	24,377,997	31,134,514	35,340,567	44,051,197	52,051,066	-	-	-	-

	Current Month	Year to Date
Prize Payout - Budget	60.44%	60.40%
Prize Payout - Actual	59.21%	62.79%
Sales - Actual increase (decrease) vs. Budget		2.92%
Proceeds - Actual increase (decrease) vs. Budget		9.78%

IOWA LOTTERY
PERFORMANCE MEASURES
FY 2020

February 29, 2020		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
MONTH													
Gross Sales	Budget FY 2020	27,830,953	27,365,289	26,627,021	26,302,504	28,450,037	28,689,114	33,302,988	29,867,029	30,902,578	29,029,386	31,232,916	26,900,185
	5-year av.	28,230,730	28,677,221	26,174,083	30,888,479	27,511,246	29,879,759	36,344,410	30,223,955	33,568,672	30,081,026	31,314,083	28,261,052
	Actual '19	29,622,964	28,137,578	27,038,517	48,165,957	29,214,539	31,481,092	33,502,349	29,545,718	39,302,500	31,017,140	34,353,518	29,513,678
	Actual '20	27,846,491	28,093,920	27,156,818	27,814,584	28,775,272	30,955,509	34,426,107	30,040,444	-	-	-	-
Prize Expense	Budget FY 2020	16,818,373	16,544,780	16,052,602	16,012,979	17,139,663	17,466,673	19,893,056	18,051,053	18,868,068	17,820,480	18,893,828	16,383,045
	5-year av.	17,118,529	17,728,279	15,985,193	18,778,135	16,547,897	19,411,886	21,304,430	18,002,281	21,530,012	18,147,385	18,844,789	17,341,579
	Actual '19	18,466,693	17,856,707	17,053,365	28,218,927	18,178,870	21,800,772	19,598,399	17,729,028	24,822,998	18,135,995	20,597,271	19,481,618
	Actual '20	17,579,210	18,081,688	16,760,932	17,241,936	17,559,342	22,137,093	20,486,448	17,786,919				
Operating Expenses	Budget FY 2020	1,337,349	1,289,063	1,245,101	1,228,431	1,254,957	1,291,478	1,340,279	1,194,292	1,282,841	1,153,227	1,260,142	1,474,448
	5-year av.	1,076,711	1,056,138	1,014,984	1,086,775	1,079,404	1,126,154	1,088,981	1,006,773	1,049,800	1,040,919	1,153,186	1,296,150
	Actual '19	1,094,102	1,047,192	1,037,029	1,160,083	1,163,937	1,045,381	1,170,765	994,582	988,280	1,085,706	1,175,001	1,302,749
	Actual '20	1,110,516	1,030,009	1,057,965	1,130,916	1,044,839	1,112,026	1,127,198	1,040,632	-	-	-	-
Total Proceeds	Budget FY 2020	5,679,703	5,610,756	5,468,855	5,403,827	5,917,952	5,941,619	7,054,381	6,335,350	6,507,505	6,165,535	6,613,368	5,308,278
	5-year av.	6,780,600	5,995,830	6,478,537	7,520,987	6,376,205	5,732,730	9,650,569	7,611,725	7,145,284	7,492,669	7,599,075	6,271,305
	Actual '19	7,025,446	5,608,787	5,986,711	13,960,288	6,543,459	5,394,227	8,923,800	7,249,429	8,705,706	8,571,762	9,060,887	5,834,464
	Actual '20	6,009,246	5,494,118	6,310,989	6,563,644	6,756,517	4,206,053	8,710,630	7,999,869				

YEAR TO DATE

Gross Sales	Budget FY 2020	27,830,953	55,196,242	81,823,263	108,125,767	136,575,804	165,264,918	198,567,906	228,434,935	259,337,513	288,366,899	319,599,815	346,500,000
	5-year av.	28,230,730	56,907,951	83,082,034	113,970,513	141,481,759	171,361,518	207,705,928	237,929,883	271,498,555	301,579,581	332,893,664	361,154,716
	Actual '19	29,622,964	57,760,542	84,799,059	132,965,016	162,179,555	193,660,647	227,162,996	256,708,714	296,011,214	327,028,354	361,381,872	390,895,550
	Actual '20	27,846,491	55,940,411	83,097,229	110,911,813	139,687,085	170,642,594	205,068,701	235,109,145	-	-	-	-
Prize Expense	Budget FY 2020	16,818,373	33,363,153	49,415,755	65,428,734	82,568,397	100,035,070	119,928,126	137,979,179	156,847,247	174,667,727	193,561,555	209,944,600
	5-year av.	17,118,529	34,846,808	50,832,001	69,610,136	86,158,033	105,569,919	126,874,349	144,876,630	166,406,642	184,554,027	203,398,816	220,740,395
	Actual '19	18,466,693	36,323,400	53,376,765	81,595,692	99,774,562	121,575,334	141,173,733	158,902,761	183,725,759	201,861,754	222,459,025	241,940,643
	Actual '20	17,579,210	35,660,898	52,421,830	69,663,766	87,223,108	109,360,201	129,846,649	147,633,568				
Operating Expenses	Budget FY 2019	1,337,349	2,626,412	3,871,513	5,099,944	6,354,901	7,646,379	8,986,658	10,180,950	11,463,791	12,617,018	13,877,160	15,351,608
	5-year av.	1,076,711	2,132,849	3,147,833	4,234,608	5,314,012	6,440,166	7,529,147	8,535,920	9,585,720	10,626,639	11,779,825	13,075,975
	Actual '19	1,094,102	2,141,294	3,178,323	4,338,406	5,502,343	6,547,724	7,718,489	8,713,071	9,701,351	10,787,057	11,962,058	13,264,807
	Actual '20	1,110,516	2,140,525	3,198,490	4,329,406	5,374,245	6,486,271	7,613,469	8,654,101	-	-	-	-
Total Proceeds	Budget FY 2020	5,679,703	11,290,459	16,759,314	22,163,141	28,081,093	34,022,712	41,077,093	47,412,443	53,919,948	60,085,483	66,698,851	72,007,129
	5-year av.	6,780,600	12,776,430	19,254,967	26,775,954	33,152,159	38,884,889	48,535,458	56,147,183	63,292,467	70,785,136	78,384,211	84,655,516
	Actual '19	7,025,446	12,634,233	18,620,944	32,581,232	39,124,691	44,518,918	53,442,718	60,692,147	69,397,853	77,969,615	87,030,502	92,864,966
	Actual '20	6,009,246	11,503,364	17,814,353	24,377,997	31,134,514	35,340,567	44,051,197	52,051,066	-	-	-	-

	Current Month	Year to Date
Prize Payout - Budget	60.44%	60.40%
Prize Payout - 5-Year Average	59.56%	60.89%
Prize Payout - Actual	59.21%	62.79%
Sales - Actual increase (decrease) vs. 5-Year Average		(1.19%)
Proceeds - Actual increase (decrease) vs. 5-Year Average		(7.30%)
Sales - Actual increase (decrease) vs. Budget		2.92%
Proceeds - Actual increase (decrease) vs. Budget		9.78%

IOWA LOTTERY AUTHORITY
Statement of Revenues, Expenses and Changes in Net Position
For the Five Months Ending Saturday, November 30, 2019

	Month ended 11/30/2019	Month ended 11/30/2018	Year-to-date 11/30/2019	Year-to-date 11/30/2018
Operating revenues:				
Instant-scratch ticket sales	\$ 20,161,318.00	\$ 20,777,972.00	\$ 97,878,135.00	\$ 97,412,779.00
InstaPlay sales	1,083,823.00	860,823.00	4,585,780.00	5,356,536.00
Pick 3 sales	657,273.00	611,055.50	3,292,646.50	3,149,825.50
Powerball sales	2,819,535.50	2,877,381.50	14,585,385.50	22,219,400.00
Mega Millions Sales	1,915,570.00	1,706,740.00	7,878,216.00	22,181,121.00
Pick 4 sales	376,545.00	335,566.00	1,900,179.00	1,691,213.50
Lucky for Life sales	393,664.00	465,112.00	2,213,834.00	2,315,434.00
Lotto America sales	575,578.00	670,322.00	2,808,894.00	3,310,604.00
Pull-tab sales	791,965.51	909,567.29	4,544,016.44	4,542,642.79
Application fees	475.00	675.00	1,675.00	2,100.00
Other	880.72	49,278.95	2,979.12	50,789.33
Total operating revenues	<u>28,776,627.73</u>	<u>29,264,493.24</u>	<u>139,691,740.56</u>	<u>162,232,445.12</u>
Operating expenses:				
Scratch ticket prizes	12,800,230.00	13,511,311.14	64,133,668.87	65,412,958.92
InstaPlay prizes	760,479.23	620,931.23	3,189,908.97	3,741,599.49
Pick 3 prizes	394,363.80	363,313.30	1,975,587.90	1,864,705.30
Powerball prizes	1,410,180.00	1,402,736.00	7,297,594.00	10,650,843.69
Mega Millions prizes	957,785.00	877,632.96	3,939,108.00	11,441,424.56
Hot Lotto prizes	-	-	-	(46,872.00)
Pick 4 prizes	225,927.00	196,594.60	1,140,107.40	1,002,613.10
All or Nothing prizes	-	-	-	(354,534.99)
Lucky for Life prizes	227,009.55	266,030.19	1,300,598.31	1,335,858.89
Lotto America prizes	287,789.00	330,190.00	1,404,447.00	1,650,331.00
Pull-tab prizes	495,578.54	570,152.98	2,842,088.00	2,843,633.29
VIP Club prize expense	-	27,000.00	-	178,045.77
Promotional prize expense	-	12,977.45	-	53,954.04
Advertising/publicity	617,782.58	581,966.71	3,070,070.08	2,895,051.98
Retailer compensation expense	1,871,774.02	1,916,932.12	9,105,796.77	10,535,659.41
Ticket expense	233,993.01	298,757.87	1,299,651.91	1,296,385.33
Vendor compensation expense	455,591.41	479,562.89	2,259,329.42	2,653,898.93
Salary and benefits	833,947.67	891,319.15	4,301,965.60	4,337,974.69
Travel	19,263.69	23,188.89	116,298.38	120,775.56
Supplies	2,240.59	7,067.62	44,412.02	40,496.32
Printing	358.90	253.00	543.70	1,391.65
Postage	210.81	268.92	1,179.76	1,242.61
Communications	15,258.77	14,877.32	75,374.62	72,612.48
Rentals	26,510.22	25,618.04	132,604.90	127,705.06
Utilities	6,769.18	7,939.63	37,843.24	38,689.05
Professional fees	13,126.75	11,636.25	62,804.41	68,373.05
Vending machine maintenance	21,840.00	21,231.00	106,512.00	104,987.77
Outside services and repairs	71,954.58	79,945.71	339,476.02	338,917.02
Data processing	10,187.17	7,566.05	53,934.76	37,564.54
Equipment	42,958.10	36,963.08	146,928.25	185,886.34
Reimbursement to other state agencies	41,288.44	71,156.85	174,274.79	202,045.37
Depreciation	40,724.35	45,678.56	212,271.32	228,714.38
Other	4,921.32	4,286.06	27,797.20	25,789.30
MUSL/Lotto administrative expense	2,837.27	4,722.17	13,883.59	26,532.02
Total operating expenses	<u>21,892,880.95</u>	<u>22,709,807.74</u>	<u>108,806,061.19</u>	<u>123,115,253.92</u>
Operating income	<u>6,883,746.78</u>	<u>6,554,685.50</u>	<u>30,885,679.37</u>	<u>39,117,191.20</u>
Non-operating revenue (expenses):				
Proceeds to state causes	(6,756,517.03)	(6,543,458.86)	(31,134,513.61)	(39,124,689.73)
Interest income	20,375.80	25,440.74	168,052.64	122,975.96
Gain (Loss) on disposal of capital assets	(25.00)	1,825.00	1,725.00	4,350.00
Net non-operating revenues (expenses)	<u>(6,736,166.23)</u>	<u>(6,516,193.12)</u>	<u>(30,964,735.97)</u>	<u>(38,997,363.77)</u>
Change in net position	147,580.55	38,492.38	(79,056.60)	119,827.43
Net position beginning of period	4,576,018.30	5,031,528.75	4,802,655.45	4,950,193.70
Net position end of period	<u>4,723,598.85</u>	<u>5,070,021.13</u>	<u>4,723,598.85</u>	<u>5,070,021.13</u>

IOWA LOTTERY AUTHORITY
Statement of Revenues, Expenses and Changes in Net Position
For the Six Months Ending Tuesday, December 31, 2019

	Month ended 12/31/2019	Month ended 12/31/2018	Year-to-date 12/31/2019	Year-to-date 12/31/2018
Operating revenues:				
Instant-scratch ticket sales	\$ 20,802,433.00	\$ 21,323,745.00	\$ 118,680,568.00	\$ 118,736,524.00
InstaPlay sales	1,460,852.00	939,432.00	6,046,632.00	6,295,968.00
Pick 3 sales	714,590.50	684,727.00	4,007,237.00	3,834,552.50
Powerball sales	3,109,690.00	3,769,577.50	17,695,075.50	25,988,977.50
Mega Millions Sales	2,440,077.00	2,301,516.00	10,318,293.00	24,482,637.00
Pick 4 sales	401,738.00	364,544.50	2,301,917.00	2,055,758.00
Lucky for Life sales	456,982.00	472,834.00	2,670,816.00	2,788,268.00
Lotto America sales	543,246.00	754,236.00	3,352,140.00	4,064,840.00
Pull-tab sales	1,025,900.08	870,480.00	5,569,916.52	5,413,122.79
Application fees	125.00	150.00	1,800.00	2,250.00
Other	760.03	341.60	3,739.15	51,130.93
Total operating revenues	<u>30,956,393.61</u>	<u>31,481,583.60</u>	<u>170,648,134.17</u>	<u>193,714,028.72</u>
Operating expenses:				
Scratch ticket prizes	16,169,270.00	16,350,754.00	80,302,938.87	81,763,712.92
InstaPlay prizes	1,074,304.87	654,347.77	4,264,213.84	4,395,947.26
Pick 3 prizes	428,754.30	407,966.20	2,404,342.20	2,272,671.50
Powerball prizes	1,554,768.00	1,754,302.90	8,852,362.00	12,405,146.59
Mega Millions prizes	1,220,038.50	1,177,395.36	5,159,146.50	12,618,819.92
Hot Lotto prizes	-	-	-	(46,872.00)
Pick 4 prizes	508,817.40	217,571.70	1,648,924.80	1,220,184.80
All or Nothing prizes	-	-	-	(354,534.99)
Lucky for Life prizes	269,279.22	281,023.05	1,569,877.53	1,616,881.94
Lotto America prizes	271,623.00	369,096.00	1,676,070.00	2,019,427.00
Pull-tab prizes	640,237.83	544,232.00	3,482,325.83	3,387,865.29
VIP Club prize expense	-	37,500.00	-	215,545.77
Promotional prize expense	-	6,583.45	-	60,537.49
Advertising/publicity	742,846.48	637,394.74	3,812,916.56	3,532,446.72
Retailer compensation expense	2,026,423.15	2,065,993.31	11,132,219.92	12,601,652.72
Ticket expense	247,426.74	256,995.07	1,547,078.65	1,553,380.40
Vendor compensation expense	516,704.15	507,845.92	2,776,033.57	3,161,744.85
Salary and benefits	871,769.76	818,200.67	5,173,735.36	5,156,175.36
Travel	21,950.02	17,999.98	138,248.40	138,775.54
Supplies	5,848.12	2,355.31	50,260.14	42,851.63
Printing	188.00	190.24	731.70	1,581.89
Postage	293.22	212.47	1,472.98	1,455.08
Communications	15,322.28	13,675.75	90,696.90	86,288.23
Rentals	26,321.34	26,046.60	158,926.24	153,751.66
Utilities	8,354.46	9,208.17	46,197.70	47,897.22
Professional fees	11,058.00	13,305.03	73,862.41	81,678.08
Vending machine maintenance	21,504.00	21,231.00	128,016.00	126,218.77
Outside services and repairs	53,996.44	65,987.57	393,472.46	404,904.59
Data processing	10,191.26	7,884.02	64,126.02	45,448.56
Equipment	29,134.81	44,189.92	176,063.06	230,076.26
Reimbursement to other state agencies	63,869.09	37,981.16	238,143.88	240,026.53
Depreciation	39,689.13	45,565.62	251,960.45	274,280.00
Other	4,833.12	5,136.03	32,630.32	30,925.33
MUSL/Lotto administrative expense	2,776.71	12,105.71	16,660.30	38,637.73
Total operating expenses	<u>26,857,593.40</u>	<u>26,410,276.72</u>	<u>135,663,654.59</u>	<u>149,525,530.64</u>
Operating income	<u>4,098,800.21</u>	<u>5,071,306.88</u>	<u>34,984,479.58</u>	<u>44,188,498.08</u>
Non-operating revenue (expenses):				
Proceeds to state causes	(4,206,052.52)	(5,394,226.53)	(35,340,566.13)	(44,518,916.26)
Interest income	35,120.26	29,382.96	203,172.90	152,358.92
Gain (Loss) on disposal of capital assets	-	-	1,725.00	4,350.00
Net non-operating revenues (expenses)	<u>(4,170,932.26)</u>	<u>(5,364,843.57)</u>	<u>(35,135,668.23)</u>	<u>(44,362,207.34)</u>
Change in net position	<u>(72,132.05)</u>	<u>(293,536.69)</u>	<u>(151,188.65)</u>	<u>(173,709.26)</u>
Net position beginning of period	<u>4,723,598.85</u>	<u>5,070,021.13</u>	<u>4,802,655.45</u>	<u>4,950,193.70</u>
Net position end of period	<u>4,651,466.80</u>	<u>4,776,484.44</u>	<u>4,651,466.80</u>	<u>4,776,484.44</u>

IOWA LOTTERY AUTHORITY
Statement of Revenues, Expenses and Changes in Net Position
For the Seven Months Ending Friday, January 31, 2020

	Month ended 1/31/2020	Month ended 1/31/2019	Year-to-date 1/31/2020	Year-to-date 1/31/2019
Operating revenues:				
Instant-scratch ticket sales	\$ 23,519,790.00	\$ 24,529,131.00	\$ 142,200,358.00	\$ 143,265,655.00
InstaPlay sales	878,446.00	789,512.00	6,925,078.00	7,085,480.00
Pick 3 sales	698,096.50	652,763.50	4,705,333.50	4,487,316.00
Powerball sales	5,414,970.00	3,015,542.50	23,110,045.50	29,004,520.00
Mega Millions Sales	1,496,233.00	2,001,767.00	11,814,526.00	26,484,404.00
Pick 4 sales	402,679.50	357,972.50	2,704,596.50	2,413,730.50
Lucky for Life sales	456,262.00	451,402.00	3,127,078.00	3,239,670.00
Lotto America sales	618,646.00	762,765.00	3,970,786.00	4,827,605.00
Pull-tab sales	940,983.54	941,493.48	6,510,900.06	6,354,616.27
Application fees	275.00	300.00	2,075.00	2,550.00
Other	353.95	548.65	4,093.10	51,679.58
Total operating revenues	34,426,735.49	33,503,197.63	205,074,869.66	227,217,226.35
Operating expenses:				
Scratch ticket prizes	14,545,668.51	14,813,491.30	94,848,607.38	96,577,204.22
InstaPlay prizes	654,547.15	531,707.50	4,918,760.99	4,927,654.76
Pick 3 prizes	418,857.90	385,998.10	2,823,200.10	2,658,669.60
Powerball prizes	2,707,656.00	1,389,629.50	11,560,018.00	13,794,776.09
Mega Millions prizes	748,116.50	989,846.71	5,907,263.00	13,608,666.63
Hot Lotto prizes	-	-	-	(46,872.00)
Pick 4 prizes	241,607.70	213,443.50	1,890,532.50	1,433,628.30
All or Nothing prizes	-	-	-	(354,534.99)
Lucky for Life prizes	271,170.00	248,807.46	1,841,047.53	1,865,689.40
Lotto America prizes	309,323.00	372,123.50	1,985,393.00	2,391,550.50
Pull-tab prizes	589,500.87	586,718.16	4,071,826.70	3,974,583.45
VIP Club prize expense	-	57,321.22	-	272,866.99
Promotional prize expense	-	9,312.23	-	69,849.72
Advertising/publicity	717,465.86	557,150.62	4,530,382.42	4,089,597.34
Retailer compensation expense	2,233,407.90	2,179,145.97	13,365,627.82	14,780,798.69
Ticket expense	291,452.82	275,569.96	1,838,531.47	1,828,950.36
Vendor compensation expense	563,080.39	543,143.42	3,339,113.96	3,704,888.27
Salary and benefits	862,302.19	932,797.45	6,036,037.55	6,088,972.81
Travel	34,141.17	13,877.28	172,389.57	152,652.82
Supplies	3,664.79	6,285.67	53,924.93	49,137.30
Printing	147.24	1,128.70	878.94	2,710.59
Postage	258.22	2,623.22	1,731.20	4,078.30
Communications	14,510.04	16,406.45	105,206.94	102,694.68
Rentals	26,512.62	26,128.60	185,438.86	179,880.26
Utilities	9,536.24	8,372.71	55,733.94	56,269.93
Professional fees	17,892.45	11,462.52	91,754.86	93,140.60
Vending machine maintenance	21,504.00	21,231.00	149,520.00	147,449.77
Outside services and repairs	68,023.29	75,875.72	461,495.75	480,780.31
Data processing	10,191.26	8,781.13	74,317.28	54,229.69
Equipment	51,165.45	46,451.73	227,228.51	276,527.99
Reimbursement to other state agencies	37,613.63	32,707.27	275,757.51	272,733.80
Depreciation	39,254.80	45,565.62	291,215.25	319,845.62
Other	8,055.25	6,566.59	40,685.57	37,491.92
MUSL/Lotto administrative expense	2,921.75	5,470.76	19,582.05	44,108.49
Total operating expenses	25,499,548.99	24,415,141.57	161,163,203.58	173,940,672.21
Operating income	8,927,186.50	9,088,056.06	43,911,666.08	53,276,554.14
Non-operating revenue (expenses):				
Proceeds to state causes	(8,710,630.17)	(8,923,800.24)	(44,051,196.30)	(53,442,716.50)
Interest income	26,802.61	28,506.53	229,975.51	180,865.45
Gain (Loss) on disposal of capital assets	2,525.00	-	4,250.00	4,350.00
Net non-operating revenues (expenses)	(8,681,302.56)	(8,895,293.71)	(43,816,970.79)	(53,257,501.05)
Change in net position	245,883.94	192,762.35	94,695.29	19,053.09
Net position beginning of period	4,651,466.80	4,776,484.44	4,802,655.45	4,950,193.70
Net position end of period	4,897,350.74	4,969,246.79	4,897,350.74	4,969,246.79

IOWA LOTTERY AUTHORITY
Statement of Revenues, Expenses and Changes in Net Position
For the Eight Months Ending Saturday, February 29, 2020

	Month ended 2/29/2020	Month ended 2/28/2019	Year-to-date 2/29/2020	Year-to-date 2/28/2019
Operating revenues:				
Instant-scratch ticket sales	\$ 21,287,490.00	\$ 20,682,238.00	\$ 163,487,848.00	\$ 163,947,893.00
InstaPlay sales	1,477,305.00	744,304.00	8,402,383.00	7,829,784.00
Pick 3 sales	643,355.50	616,029.50	5,348,689.00	5,103,345.50
Powerball sales	2,915,250.00	3,759,403.00	26,025,295.50	32,763,923.00
Mega Millions Sales	1,393,552.00	1,589,721.00	13,208,078.00	28,074,125.00
Pick 4 sales	391,261.50	322,051.00	3,095,858.00	2,735,781.50
Lucky for Life sales	417,564.00	405,366.00	3,544,642.00	3,645,036.00
Lotto America sales	669,167.00	681,075.00	4,639,953.00	5,508,680.00
Pull-tab sales	845,498.94	745,530.05	7,356,399.00	7,100,146.32
Application fees	725.00	375.00	2,800.00	2,925.00
Other	1,219.48	755.51	5,312.58	52,435.09
Total operating revenues	30,042,388.42	29,546,848.06	235,117,258.08	256,764,074.41
Operating expenses:				
Scratch ticket prizes	12,926,652.00	12,968,251.00	107,775,259.38	109,545,455.22
InstaPlay prizes	980,041.98	499,782.63	5,898,802.97	5,427,437.39
Pick 3 prizes	386,013.30	366,007.70	3,209,213.40	3,024,677.30
Powerball prizes	1,457,486.00	1,833,592.50	13,017,504.00	15,628,368.59
Mega Millions prizes	696,776.00	797,128.35	6,604,039.00	14,405,794.98
Hot Lotto prizes	-	-	-	(46,872.00)
Pick 4 prizes	234,756.90	191,485.60	2,125,289.40	1,625,113.90
All or Nothing prizes	-	-	-	(354,534.99)
Lucky for Life prizes	243,720.88	230,826.24	2,084,768.41	2,096,515.64
Lotto America prizes	334,583.50	328,309.50	2,319,976.50	2,719,860.00
Pull-tab prizes	526,888.23	464,685.36	4,598,714.93	4,439,268.81
VIP Club prize expense	-	41,489.26	-	314,356.25
Promotional prize expense	-	7,469.80	-	77,319.52
Advertising/publicity	548,488.52	673,792.89	5,078,870.94	4,763,390.23
Retailer compensation expense	1,950,468.33	1,934,363.87	15,316,096.15	16,715,162.56
Ticket expense	393,836.69	366,287.26	2,232,368.16	2,195,237.62
Vendor compensation expense	471,907.17	482,077.36	3,811,021.13	4,186,965.63
Salary and benefits	813,176.66	781,910.97	6,849,214.21	6,870,883.78
Travel	14,006.97	17,800.85	186,396.54	170,453.67
Supplies	6,517.61	6,541.01	60,442.54	55,678.31
Printing	299.12	(223.30)	1,178.06	2,487.29
Postage	2,792.66	245.55	4,523.86	4,323.85
Communications	21,098.60	13,974.49	126,305.54	116,669.17
Rentals	26,514.12	26,047.30	211,952.98	205,927.56
Utilities	8,683.55	10,134.68	64,417.49	66,404.61
Professional fees	9,449.50	12,407.24	101,204.36	105,547.84
Vending machine maintenance	21,504.00	21,231.00	171,024.00	168,680.77
Outside services and repairs	109,905.15	67,223.65	571,400.90	548,003.96
Data processing	10,198.02	8,258.29	84,515.30	62,487.98
Equipment	54,691.00	68,515.83	281,919.51	345,043.82
Reimbursement to other state agencies	31,383.87	32,243.79	307,141.38	304,977.59
Depreciation	39,254.77	45,565.60	330,470.02	365,411.22
Other	4,602.86	5,262.51	45,288.43	42,754.43
MUSL/Lotto administrative expense	2,812.98	5,449.90	22,395.03	49,558.39
Total operating expenses	22,328,510.94	22,308,138.68	183,491,714.52	196,248,810.89
Operating income	7,713,877.48	7,238,709.38	51,625,543.56	60,515,263.52
Non-operating revenue (expenses):				
Proceeds to state causes	(7,999,869.36)	(7,249,429.07)	(52,051,065.66)	(60,692,145.57)
Interest income	14,552.84	54,829.43	244,528.35	235,694.88
Gain (Loss) on disposal of capital assets	-	-	4,250.00	4,350.00
Net non-operating revenues (expenses)	(7,985,316.52)	(7,194,599.64)	(51,802,287.31)	(60,452,100.69)
Change in net position	(271,439.04)	44,109.74	(176,743.75)	63,162.83
Net position beginning of period	4,897,350.74	4,969,246.79	4,802,655.45	4,950,193.70
Net position end of period	4,625,911.70	5,013,356.53	4,625,911.70	5,013,356.53



13001 University Avenue
Clive Iowa 50325-8225
www.ialottery.com
515.725.7900

Kim Reynolds · Governor
Adam Gregg · Lt. Governor
Matthew N. Strawn · Chief Executive Officer

Date: 3-24-2020

To: Iowa Lottery Board
From: Larry L. Loss
Re: 2020 Association Membership Dues

For many years, the Iowa Lottery has participated as a member of the Iowa Grocery Industry Association (IGIA), FUEL Iowa, the North American Association of State & Provincial Lotteries (NASPL) and the World Lottery Association (WLA). The Board approves all memberships for the Iowa Lottery.

At the November 19, 2019 board meeting, you approved the 2020 membership dues for NASPL. Today, we are asking for your approval to continue membership in IGIA, FUEL Iowa and WLA.

Membership and active participation in IGIA events and activities has led to greater cooperation between the Iowa Lottery and our retailers. IGIA represents the interests of a majority of our retailer outlets. Membership enables us to keep up to date on convenience and grocery store industry trends and concerns.

ILA staff recommends approval of the \$500 membership dues in IGIA.

Again, this year, the Iowa Lottery is seeking approval to participate as a business associate member of FUEL Iowa. Membership and active participation in retailer industry events has enabled us to keep our fingers on the pulse of the industry and has led to stronger bonds of cooperation between the ILA and our convenience store retailers. Convenience stores are the Lottery's largest retailer trade type.

ILA staff recommends approval of the \$688 membership dues in FUEL Iowa.

Staff further supports approval of membership in WLA. Through our membership in WLA, the Iowa Lottery has access to educational information and training seminars, current trends and issues, security information and the opportunity to learn from and interact with lotteries around the world. As with other ventures, lottery industry problems and opportunities are not constrained or defined by international borders.

Due to WLA relocating its headquarters, we do not have an invoice at this time. We anticipate receiving the invoice in April. In preparation for the board meeting, we have confirmed that the annual membership rate will remain 5,600 Swiss Francs.

ILA staff recommends approval of the 5,600 Swiss Francs (approximately \$5,783.75 at the monetary exchange rate current when this document was prepared on March 18, 2020) membership dues for WLA.

The membership dues for all of the organizations are the same amount as last year.

We are asking for the Board's approval to continue our memberships in these associations.

Enclosed are invoices from the Iowa Grocery Industry Association and Fuel Iowa along with confirmation of the World Lottery Association membership dues.



2540 106th St., Suite 102
Urbandale, IA 50322
(515) 270-2628

Invoice

35423
1/21/2020

Attn: Tom Warner
Iowa Lottery
13001 University Avenue
Clive, IA 50325

Qty	Item	Price	Extended
1	Membership Dues - Supplier 3/1/2020-2/28/2021 - Tom Warner Comment: Supplier Dues, 3/1/20 - 2/28/21 - Tom Warner, Iowa Lottery	\$500.00	\$500.00
Total:		\$500.00	

Contributions or gifts to the Iowa Grocery Industry Association are not tax deductible as a charitable contribution for income tax purposes. However, they may be tax deductible as ordinary and necessary business expenses subject to restrictions imposed as a result of association lobbying activities. The Iowa Grocery Industry Association estimates that the deductible portion of your 2019 Dues - the portion not allocable to Lobbying - is 62%. The non-deductible portion of your dues is 38%.



PMCI is now FUELlowa - Visit www.FUELlowa.com for details

FUELlowa
 10430 New York Ave Suite F
 Urbandale IA 50322
 United States
 info@FUELlowa.com
 515-224-7545

Invoice

Date 2/17/2020
Invoice # 67569

Due Date
PO #

Bill To

Iowa Lottery
 13001 University Ave
 Clive IA 50325
 United States

Item	Quantity	Description	Rate	Amount	Tax Rate
AS001	1	Associate Dues July 2020 to June 2021	688.00	688.00	

A portion of dues payments to FUELlowa may be deductible as an ordinary business expense, but are not deductible as charitable contributions for federal income tax purposes. FUELlowa estimates that 74% of your dues (non-lobbying) may be deductible as a business expense.

Total 688.00
Amount Due \$688.00

Regular Members (Lottery Operators)

Membership will be granted by the WLA General Assembly, which is held every two years. After approval by the WLA Executive Committee, applicants become provisional members until the final decision of the General Assembly.

Terms and conditions

- The member organization must be licensed or authorized to conduct lotteries and/or sports betting operations by a jurisdiction domiciled in a state recognized by the United Nations.
- Sales of games of chance and/or skill must account for the majority of the organization's total annual gross revenues.
- The majority of the organization's net revenues must be dedicated to the public good.
- The organization's business practices must conform to the aims and objectives of the Association.
- The organization must subscribe to the WLA Code of Conduct as approved by the membership or to an equivalent Code of Conduct adopted by a regional lottery association.

A copy of the WLA Code of Conduct can be requested from the WLA Business office in Basel at info@world-lotteries.org.

Membership fees

Fees depend on the lottery organization's annual revenues.
The current fee structure is as follows:

Gross sales	Fees
up to US\$ 100 million	CHF 4,900
US\$ 100 to 500 million	CHF 5,600
US\$ 500 million to 1 billion	CHF 8,400
US\$ 1 to 4 billion	CHF 14,000
over US\$ 4 billion	CHF 21,000

